



We are happy to discuss your comments with you. If you would like us to do so, please fill in your details below and we will contact you as soon as possible.

Date: .....

Name: .....

Address: .....

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Phone: .....

Email: .....

### Advocacy Services:

For independent advocacy support for people with disabilities, their families and carers contact the

**Regional Information and Advocacy Council on 1800 221 844**

### Additional Options:

If you consider that the issue you are raising has not been adequately resolved by FamilyCare please contact:

**Department of Human Services  
General Complaints Line**  
1300 884 706

**Aged Care Complaints  
Investigation Scheme**  
1800 550 552

**Health Services Commissioner**  
1800 136 066

**Disability Services Commissioner**  
1800 677 342

**Ombudsman Victoria**  
1800 806 314



## “Have Your Say”

### Client Feedback & Complaints



PO Box 1069  
19 Welsford Street Shepparton 3630  
Phone: (03) 5823 7000  
Fax: (03) 5831 1917

PO Box 457  
64 High Street Seymour 3660  
Phone: (03) 5735 4600  
Fax: (03) 5799 0016

### Why your feedback is valuable to us:

FamilyCare is committed to providing high quality services to our clients and to the community.

We welcome any compliments, complaints or suggestions that will assist us to review and improve our services. These can be made in person, via telephone, email or in writing to any staff member.

### Complaints:

At FamilyCare, complaints about any of our services are taken seriously.

All complaints will be followed up and a response provided to you as soon as possible.

Other options for further review or management of complaints are provided in this brochure under 'Advocacy Services' and 'Additional Options'.

Please provide your feedback in the space below:

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**Thank you for taking the time to provide feedback to our service.**

### Which area of FamilyCare were you dealing with?

(Tick the appropriate box)

- Reception
- Child First
- Child and Family Services
- Disability Support Services
- Carer Support Services
- Other/Not Sure

### Please select which office you mainly dealt with.

(Tick the appropriate box)

- Shepparton
- Seymour
- Wallan
- Cobram
- Kinglake