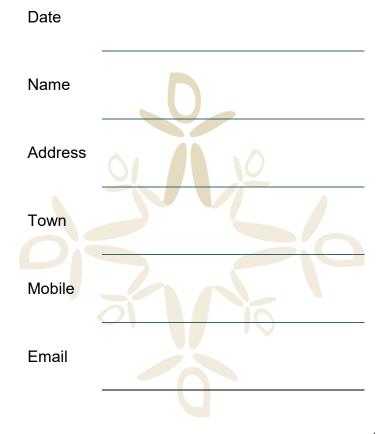




We are happy to discuss your comments with you.

If you would like this to happen please fill in your details below.

You will be contacted as soon as possible.



### **Contact Us**

Shepparton Office PO Box 1069, Shepparton. 3632 19 Welsford Street, Shepparton Phone: (03) 5823 7000

Seymour Office PO Box 457, Seymour. 3660 64 High Street, Seymour Phone: (03) 5735 4600

#### Info@familycare.net.au

### **Advocacy Services**

 Rights Information and Advocacy Centre 03 5222 5499

### **Additional Options**

- Department of Health & Human Services 1300 884 706
- Aged Care Quality and Safety Commission
  **1800 951 822**
- Disability Services Commissioner
  1800 677 342
- NDIS Quality and Safeguards Commission
  1800 035 544
- Health Complaints Commissioner
  1300 582 113
- Victorian Ombudsman
  1800 806 314



## "Have Your Say"

Client Feedback & Complaints



# Our values support our service to you



### 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.

### **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'.



Provide your feedback in the space below.

	Jour douring think
	(Tick the appropriate box)
	Reception
	Child FIRST
	Child & Family Services
	Carer Support Services
	Disability Support Servic
	Other or Not Sure
	Which office do you ma with?
	Shepparton
	Seymour
	Cobram
Thank you for taking the time to provide feedback	Wallan
to our service.	Kinglake

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

_	(Tick the appropriate box)
_	Reception
_	Child FIRST
	Child & Family Services
_	Carer Support Services
_	Disability Support Services
_	Other or Not Sure
_	Which office do you mainly deal with?
_	Shepparton
	Seymour
	Cobram
_	Cobram Wallan