



The Maronite Sisters of the Holy Family Village

28 Marrickville Avenue, Marrickville NSW 2204 Village 1
208 Wardell Road Dulwich Hill NSW 2203 Village 2
Ph: 95582115 Email: info@maronitevillage.com.au

FEEDBACK CONCERNS AND COMPLAINTS POLICY

Under the Aged Care Act 2024, aged care providers have the obligations and responsibilities to provide safe funded aged care services where everyone feels free and comfortable raising concerns, suggestions or complaints without fear of reprisal. Our village complies with the requirements and respects residents’ rights outlined in the Statement of Rights. We believe that suggestions, concerns and complaints provide opportunities for us to learn and improve.

HOW CAN YOU GET IN TOUCH WITH US?

VERBALLY	WRITING
<p>1. You are encouraged to discuss your concern/complaint or suggestion with the Registered Nurse (RN), Care Manager (CM) or Director of Nursing (DON).</p> <p>2. If you are still not satisfied you are encouraged to raise the issue with the executives in each Village then the Chief Executive Officer (CEO)</p> <p>Your complaint will be followed promptly and feedback given to you in a timely manner in the way you wish to receive it.</p>	<p>1. Write to us using the “Complaint Form” provided in each village next to the suggestion box and place it in that box. We will investigate the matter and provide you with a reply in the way that you wish to receive it.</p> <p>2. Email: send an email to us on info@maronitevillage.com.au</p> <p>Anonymous: if you choose to complain anonymously, our response and feedback will be provided in the newsletter or through residents’ meetings.</p>

CONTACT THE EXECUTIVES OF THE AGED CARE VILLAGE

If your problem has not been resolved after using the above methods or if you feel as though the issues are complex, you are welcome to contact the following members:

- Executive V1: Sr Louise El Tawm Telephone: 9558 2115.....Ext 1
- Executive V2: Sr Clara Ishak Telephone: 9558 2115.....Ext 2
- CEO: Sr. Elham Geagea Telephone: 9558 2115

TIMEFRAME FOR RESOLVING COMPLAINTS/CONCERNS

We endeavour to address any complaint/concern quickly can help reduce the risk and ensure your satisfaction. When you receive a complaint (unless anonymous) we will provide you with a realistic estimated timeframe for reply.

OPEN DISCLOSURE PROCESS

We follow transparency and openness with our communication and feedback provided to you. Investigation process (if applicable), outcome and feedback will be given to you in a timely manner with respect to the privacy and confidentiality policy.

ASK FOR A MEDIATOR

You can opt for a mediator or an advocate. This person can be a supporter, a family member, or a friend or you can refer to OPAN (Older Person Advocacy Network) who can support you to raise your concerns and work towards a resolution. OPAN contact details are:

PH: 1800 700 600 or visit their website on: https://opan.com.au/advocacy/#what_is_advocacy

EXTERNAL AGENCY

If the matter cannot be resolved within the Village, you are free to contact the “Aged Care Quality and Safety Commission (ACQSC)”, by phone on: 1800 951 822 or by visiting their website: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>

TRANSLATING AND INTERPRETING SERVICES (TIS)

If you need an interpreter, you can contact TIS on 131 450.

For First Nation people: contact the Aboriginal Interpreter Service (AIS) on 1800 334 944