

How to Submit Your Feedback

- Email: Write to us at yoursay@jewishcare.org.au
- Online: Visit jewishcare.org.au/yoursay and complete the online form
- Your Say Form: English, Russian, and Easy Read versions are available across Jewish Care facilities. Ask our staff or Reception for the form and hand over the form once completed
- In Person: Speak directly to our staff who will then forward the information for follow up.



Our Values

דרך ארץ
derech erez
respect

קהילה
kehilla
community

הכללה
hachlala
inclusion

אחריות חברתית
achrayoot chevratit
social responsibility



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All Services: (03) 8517 5999
info@jewishcare.org.au
www.jewishcare.org.au



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.



YOUR SAY - WE VALUE YOUR FEEDBACK



We Are Listening

Jewish Care is committed to providing you with the highest quality services. If you would like to provide us with feedback on how to improve our care and services, we want to hear from you.

We welcome your compliments, suggestions or complaints, and assure you that your feedback will be addressed fairly and promptly by our dedicated service staff.

Types of Feedback

Compliments: About the care and services provided by us that have either met or exceeded your expectations.

Suggestions: About an idea that can improve our services.

Complaints: About the care and services provided by us that have not met your expectations.



Responding to Your Feedback:

Feedback can be provided openly or anonymously. However, if anonymous, we will not be able to respond to you directly.

Compliments

Your compliments will be acknowledged and forwarded to the relevant staff member or service area.

Suggestions

Your suggestions will be acknowledged by management and considered for inclusion in the service area's continuous improvement plan.

Complaints

Your complaints will be acknowledged by management.

We promise to:

- Listen to your concerns
- Respond to your complaint in writing where appropriate
- Investigate and provide information promptly
- Refer issues that may be best dealt with by others (such as police, ombudsman and complaints commission etc.)
- Update you on how your complaint is being handled
- Comply with all aspects of the Australian Privacy Principles and Health Privacy Principles.

External Agencies

If you are dissatisfied with the way Jewish Care has handled your complaint or concern, you can contact the following external agencies:

All Services

Ombudsman Victoria

Telephone: (03) 9613 6222 or
Telephone: 1800 806 314 (regional only)
TeleType: 133 677 then 03 9613 6222
www.ombudsman.vic.gov.au

Health Complaints Commissioner

Telephone: 1300 582 113
<https://hcc.vic.gov.au>

Victorian Equal Opportunity & Human Rights Commission

Telephone: 1300 292 153 or (03) 9032 3583
TTY: 1300 289 621
www.humanrightscommission.vic.gov.au

Office of the Victorian Information Commissioner

Telephone: 1300 006 842
www.ovic.vic.gov.au

Office of the Public Advocate

Telephone: 1300 309 337
TTY: 1300 305 612
www.publicadvocate.vic.gov.au

Aged Care Services

Aged Care Quality and Safety Commission

Telephone: 1800 951 822 (free form landlines)
www.agedcarequality.gov.au

Elder Rights Advocacy

Telephone: (03) 9602 3066
Free Call: 1800 700 600
www.agedcarequality.gov.au

Disability Services

NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free from landlines)
TTY 133 677
www.ndiscommission.gov.au

National Disability Abuse and Neglect Hotline

Toll Free: 1800 880 052
NRS: 1800 555 677 then ask for 1800 880 052
TIS: 131 450 (Translating and Interpreting Service)
www.jobaccess.gov.au/complaints