

Are you unhappy with our response?

If you believe you were not treated appropriately or feel that your suggestion, concern or complaint was not treated correctly you may wish to contact the following offices.

Aged Rights Advocacy Service (ARAS)
Ph 8532 5377
www.sa.agedrights.asn.au
16 Hutt Street, Adelaide SA 5000

Health and Community Services
Complaints Commissioner
Ph 8226 8666 (Interpreter service
Available - TTY no 133677)
PO Box 199 Rundle Mall, Adelaide SA 5000

Disability Advocacy and Complaints
Service of SA Inc (DACCSA)
Ph 8297 3500
470 Marion Road, Plympton Park SA 5031

Aged Care Complaints Scheme
Ph 1800 550 552
GPO Box 9848, Adelaide SA 5000

Community Care

Monday to Friday
8.30am - 4.30pm
Telephone:
8539 1116 / 8539 1117

The Rural City of Murray Bridge
Local Government Centre
2 Seventh Street
Murray Bridge SA 5253

PO Box 42, Murray Bridge SA 5253
Website: www.murraybridge.sa.gov.au



Funded by the Australian Government Department of Health.
Visit the Department of Health website www.health.gov.au for more information.
"Although funding for this CHSP has been provided by the Australian Government, the material contained herein does not necessarily represent the views or policies of the Australian Government"



The Rural City of
**MURRAY
BRIDGE**

Bridge to Opportunity

Do you have a Complaint or Comment?

**Community Care Program
Administered by the
Rural City of Murray Bridge**

Consumers accessing services through the Community Care Program at the Rural City of Murray Bridge, have the right to comment, compliment and complain.

Your comments may be received by phone, email or in writing. You can add your contact details or you may prefer to remain anonymous.

It may be a minor complaint which may be resolved at first contact or a major complaint - one that may not be resolved in the first instant.

All complaints are treated seriously by staff.

Program Coordinators will undertake to resolve your complaint with you as quickly as possible.

A complaint is a request for assistance regarding a problem and it's your right to do so without fear of retribution.

Community Care welcomes any comments which will assist in the continuous improvement of services to Consumers.

Who can I talk to?

Step 1: Contact Program Coordinators

Step 2: If you are unable to resolve the matter contact the Manager of Community Care Services.

Step 3: If you are not satisfied with the response from the Manager you may wish to contact General Manager for Sustainable Communities.

Rural City of Murray Bridge
PO Box 421, Murray Bridge SA 5253
Phone 8539 1100

Please note your comments will not affect current services or eligibility access to future services.

Retribution by any service provider or individual will not be tolerated by the Rural City of Murray Bridge.



Rural City of Murray Bridge
Local Government Centre
2 Seventh St (PO Box 421)
Murray Bridge SA 5253
www.murraybridge.sa.gov.au

For interpretation into another language of information on the program's complaints process and service refusal, please call the Translation and Interpretation Service on 131 450 and quoting the program phone number.

A three way link can be arranged.