

Your feedback – tell us what you think

We're here to help and we value what you have to say about the quality of our service. If we've exceeded your expectations, or we haven't met them, we hope to hear from you straight away

Providing feedback will not affect your relationship with us, or the services we pay for. Sharing your experience can help us fix problems and improve the services we provide.

Let's talk about it

We hope you feel comfortable talking to your coordinator or any other person you've been talking to at **icare lifetime care**. If you're unhappy about something, or wish to make a complaint, please don't hesitate to let them know what they can do to help. They may be able to sort out your concerns immediately.

If you'd prefer to speak to someone else, you can also phone, fax, email or post us. Details are below.

- **Phone our switchboard on 1300 738 586** (for the cost of a local call). Our staff will direct your call to someone who can help you.
- **Send a fax on 1300 738 583.**
- **Email us at feedback.lifetimecare@icare.nsw.gov.au.** You can also email us through an online form. This can be found through the 'Contact us' link on our website at www.icare.nsw.gov.au.

- **Post your feedback to:**
Assessment Review team
icare lifetime care
GPO Box 4052
Sydney, NSW 2001

What help can I get to make a complaint?

You're welcome to ask a family member, friend, representative or advocate to talk to us on your behalf. We have several impartial and external support and advocacy service providers who can assist you in navigating the dispute process. For more details, see information sheet: *Support and Advocacy Service*. This can be found on our website at www.icare.nsw.gov.au.

You can make a complaint in your preferred language. Let us know if you'd like to use an interpreter to speak to us, or if you'd like any documents translated. You can also call Associated Translators and Linguists on (02) 9231 3288.

When will you respond to my complaint?

We aim to get back to you within 2 business days of receiving your feedback. If we need more time to look into an issue you've raised, we'll let you know our plan and keep you updated.

You can also give anonymous feedback; however, we won't be able to tell you of the outcome or any action we have taken.

What is the difference between a complaint and a dispute?

A complaint can be made by anyone. Complaints can be about:

- any aspect of **icare lifetime care**
- the level of service provided to you
- the services we pay for.

A dispute is when someone disagrees with a decision we've made about:

- your eligibility for the Lifetime Care and Support Scheme
- your treatment and care needs.

A dispute is resolved in a different way to a complaint. For more details, read our information sheets about disputes: *Resolving disputes about eligibility* and *Resolving disputes about treatment and care needs*. These can be found on our website at www.icare.nsw.gov.au.

Who should I contact if my complaint is not resolved?

Our Assessment Review team can review your complaint if you're unhappy with the response you receive. You can ask your coordinator to refer you to an assessments officer; call our switchboard on 1300 738 586 and ask to be put through to an assessments officer or send an email to: feedback.lifetimecare@icare.nsw.gov.au.

We aim to contact you within 2 business days to discuss your complaint and your desired outcome. We'll provide you with a written response within 20 business days. This response will explain the outcome and any actions we've taken. Also, we'll keep you updated on our progress if there are delays in receiving important information, or in responding to you.

If you feel the Assessment Review team hasn't sufficiently or fairly dealt with your complaint, you can ask for an internal review. To do this, contact our General Manager, Operations by email or post. Details are below.

- **Email** feedback.lifetimecare@icare.nsw.gov.au. In the subject line, write 'For the General Manager, Operations.'

- Post your feedback to: General Manager, Operations

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You can also take your complaint to the NSW Ombudsman at any time:

- Phone: 02 9286 1000
- Toll free phone: 1800 451 524
- www.ombo.nsw.gov.au.

Your privacy

We want to improve the quality of our service, so we'll record your feedback. If you'd prefer that we didn't record your feedback or you wish to remain anonymous, please let us know and it won't be included in our records. For more information about your privacy, see the footer of our website at www.icare.nsw.gov.au.

Compliments and suggestions

Have you been impressed or pleased with our service? Tell us about it so we can let other staff know. We often share examples of our good service among our staff. It helps us to understand the best way to work with participants and others. You can send your compliments or suggestions to:

- **Email:** feedback.lifetimecare@icare.nsw.gov.au.
- **Post:** **Assessment Review team**

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