carers link

Comments, Compliments & Complaints

Have your say

Thank you for taking the time to provide us with feedback on our service. If you have provided your contact details we will be in touch soon.

Carers Link understands the important role feedback plays in improving service delivery, and we value all feedback from our clients. All those who lodge a complaint do so without fear of reprisal or retribution and have the right to have the matter addressed in a non-threatening and timely manner. All complaints are handled confidentially and complainants may choose to remain anonymous.

All complaints are acknowledged within 48 hours or immediately for serious issues. Carers Link will endeavour to address all complaints in the shortest time frame possible, and will treat complaints and concerns with respect and in a manner that minimises dispute.

External contacts

Aged Care Quality and Safety Commission:
P: 1800 951 822
www.agedcarequality.gov.au

Anti-Discrimination Commission Queensland
P: 1300 130 670
TTY: 133 677 then ask for 1300 130 670

Australian Health Practitioner Regulation Agency
P: 1300 419 495

Australian Human Rights Commission
P: 1300 656 419 or 02 9284 9600
TTY: 1800 620 241

Department of Communities, Disability Services & Seniors Complaints and Review Unit
P: 1800 080 464

NDIS Quality and Safeguards Commission
P: 1800 035 544

Office of the Health Ombudsman
P: 133 OHO (133 646)
TTY/voice call: 133 677 Speak and Listen: 1300 555 727

Office of the Public Guardian
P: 1800 661 533 or 07 3225 8325 (children)
P: 1300 653 187 or 07 3234 0870 (adults)

Queensland Civil and Administrative Tribunal
P: 1300 753 228

Queensland Ombudsman
P: 1800 068 908 or 07 3005 7000

To Report Abuse and/or Neglect
National Disability Abuse and Neglect Hotline– 1800-880-052
Reporting Elder Abuse in QLD—1300-651-192

Complaint/suggestion details

Please provide a summary of your complaint/ suggestion(s) below:

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Date:_____

Name:_____

Contact details:_____

Need an advocate?

You can use an advocate or support person of your choice to help you access the services you need, make decisions about your support and to ensure your voice is heard.

Advocacy can be provided by friends, family, professional services or you may feel confident advocating your own needs.

If you require further information on accessing an advocate please contact us and we can refer you to someone who can help.

Contact us

Phone 07 3901 1165
Fax 07 3396 9905
Email info@carerslink.com.au
Web www.carerslink.com.au
Postal PO Box 620 Wynnum Qld 4178