

**If you have something you'd like to share with us, getting in touch is easy.**



**Southern Cross Care  
(Tasmania) Inc.**

## **YOUR RIGHTS**



Any issues or concerns can be discussed with Southern Cross Care Tasmania (Inc) in the first instance. There are also other options available to you:

Aged Care Quality & Safety Commission  
Free call 1800 951 822

Advocacy Tasmania  
Telephone 1800 005 131

Council on the Ageing (COTA)  
Telephone (03) 6231 3265

Older Persons Advocacy Network (OPAN)  
Telephone 1800 700 600

Guardian and Administration Board Tasmania  
Telephone (03) 6165 3444  
Freecall 1800 955 772



**Southern Cross Care  
(Tasmania) Inc.**

**WE'RE  
LISTENING**



Southern Cross Care  
(Tasmania) Inc.

We recognise there may be times when you wish to talk to us, whether it's to share positive experiences or express concerns.

Your input is highly valuable to us, and we want to make sure your voice is heard.

## GETTING IN TOUCH IS EASY

There are a number of options available for providing feedback.

1

### Speak directly with Staff:

We have a Facility Manager at each of our homes, ready to take your feedback. Contact them directly to have a conversation.

2

### Email

You can also reach out to us via email. We have a dedicated Customer Liaison Officer ready to respond and to ensure your feedback is addressed. **Email us at [feedback@scctas.org.au](mailto:feedback@scctas.org.au)**

3

### Feedback Forms:

We provide feedback forms that you can complete and place in one of our suggestion boxes at your residential home. These forms allow you to express your feedback in writing, ensuring your thoughts are carefully documented and addressed.

4

### Phone

If you want to talk to someone over the phone, please telephone our Customer Liaison Officer on **(03) 6164 1823**. If they aren't immediately available to take your call, someone will call back within 2 business days to discuss your feedback. Just leave us a message with your contact details.



Feel right at home.