

**Our services are available for purchase on a private basis.**

**Services include:**

Nursing Services  
Domestic Assistance  
Personal Care Assistance  
Home Maintenance  
Gardening  
Respite Services  
Social Support  
Assistance to Appointments  
Medication Assistance  
Shopping Assistance  
Case Management

*Please phone us for current professional service fees.*



**Independent Health Care Service Pty Ltd**

4 Sunderland Street  
Moonah Tas 7009

Phone: (03)62283899 Fax: (03)62289711

Email: [ihcs@independenthealth.com.au](mailto:ihcs@independenthealth.com.au)

**FEEDBACK CAN BE ADDRESSED TO:**

**Executive Director  
Independent Health Care Service  
4 Sunderland Street  
Moonah Tas 7009**

**Fax: (03) 6228 9711**

**Phone: (03) 6228 3899**

**Website:  
[www.independenthealth.com.au](http://www.independenthealth.com.au)**

**Email:  
[ihcs@independenthealth.com.au](mailto:ihcs@independenthealth.com.au)**

**ABN 75 057 369 669**

Last updated September 2014

*Meeting  
Your Needs*



*Meeting Your  
Needs*

**Quality Services  
and our  
Complaints Process**

We welcome you to the services of Independent Health Care Service.

Our aim is to provide you with the very best care in your own home, by providing a range of high quality services. To ensure that we continue to provide a quality service and remain your provider of choice, we will periodically forward to you a client satisfaction form. We ask that you fill it in, or have your nominated representative fill it in on your behalf, and return it to us with your comments.

We value all feedback, comments and complaints about our services. Anytime you are not completely satisfied with the support you are receiving or with the nurse or home care assistant who is providing your services, or you just wish to discuss your thoughts with us, you can call us at any time, or use our Feedback Form, you do not need to wait for a satisfaction form to be sent. Please feel free to have an advocate or support person with you at any stage throughout the feedback process.

You may pass on your concerns to us by telephoning us on 6228 3899, by writing to us, or sending an email. Our contact details are available on the back page of this brochure. Our Feedback Form is available on our website, or you can request a copy from our staff. You may provide your feedback anonymously if you wish.



If you do have any concerns, please let us know, so that appropriate action can be taken and a satisfactory outcome attained.

We appreciate that complaints are an opportunity to improve our service, and will investigate your complaint and respond to your concerns in a timely manner. If you are not happy with the outcome of your complaint, you may wish to lodge an appeal in writing to the Executive Director.

Alternatively, If you don't wish to talk directly to us, you can contact the **Aged Care Complaints Scheme** on 1800 550 552 or for those with a disability - **the Complaints & Resolution Service** on 1800 880 052.

We would also like to provide you with the following contact information:

### Important Contacts:

#### **Aged Care Complaints Scheme**

1800 550 552

#### **Advocacy Services**

1800 005 131

**[www.myagedcare.gov.au](http://www.myagedcare.gov.au)**

#### **Disability Gateway Services**

1800 171 233

#### **Disability—Complaints Resolution and Referral Service**

1800 880 052