



Suggestions | Complaints | Compliments

# Your Experience

We're making it as easy as it can be for you to tell us about your experiences with us.

At McKenzie Aged Care we understand that everyone is unique and so are the experiences you have with us.

Our aim is for you to feel safe and encouraged to give feedback. Whether it is a suggestion, compliment or complaint we will always receive it in a positive way and respond proactively.

McKenzie is committed to continually improving the way we deliver our services to residents, we strive for best practice and provide our staff with learning experiences that grow our culture of continuous improvement. Your regular input is something we truly value in ensuring we meet our commitments.

As such, we have set out to provide more options for you to let us know how you are feeling. Be it through our suite of surveys or direct feedback, our aim is to make it as easy as it can be for you.

## Our CarePage Feedback Platform

McKenzie has a simple-to-use customer feedback system 'CarePage' to make providing feedback a quick and convenient process.



## Why use CarePage?

A secure and independent feedback platform, CarePage allows you to directly relay your experience, comments and service ratings to us no matter where you are. While we always prefer to connect with you personally, through CarePage, you can remain anonymous – the choice is always yours.

Rest assured, all information is stored securely and is compliant with Privacy Legislation.

Whilst CarePage doesn't replace person-to-person communication, it is another way of making sure you have a safe and secure avenue to let us know about your experiences and what's on your mind.

Of course our paper-based form is still available at reception if you want to post your feedback.

## How do I use CarePage?



**CarePage iPad:** This is the recommended option as it provides the fastest and most efficient way of getting your feedback to us, just ask at reception for the iPad.



**Short-link or QR code:** On request, we can email you a web-link that connects you to our feedback form, so that you can complete it later on your computer or other mobile device. Alternatively, scan this QR Code to access the feedback form.



Once you are on CarePage, select the relevant location, type in your feedback or complete a survey and make sure you hit the submit button.



**McKenzie Aged Care website:** Go to a specific Home's landing page and click on the banner.

## When can I use CarePage?

The more often you use CarePage the better! We will always look for opportunities to get your feedback. Whether it is at your scheduled case conference, when we introduce a new program or seasonal menu, it is available to you whenever you want.

## Our Customer Feedback Promise

All feedback received by McKenzie Aged Care is taken seriously. We are committed to following all necessary steps to ensure complaints and/or concerns are addressed to achieve a satisfactory outcome.

You can also contact:

### **Older Persons Advocacy Network (OPAN)**

[www.opan.org.au](http://www.opan.org.au) Tel: 1800 700 600

### **Interpreter Services**

[www.tisnational.gov.au](http://www.tisnational.gov.au) Tel: 131 450

[www.nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service](http://www.nt.gov.au/community/interpreting-and-translating-services/aboriginal-interpreter-service) Tel: 1800 334 944

[www.aiwaac.org.au](http://www.aiwaac.org.au) Tel: 08 9192 3981

### **National Relay Services**

[www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub](http://www.infrastructure.gov.au/media-technology-communications/phone/services-people-with-disability/accesshub)

Tel: 1800 555 727 SMS: 0423 677 767

### **National Aged Care Complaints Commissioner**

<https://www.agedcarequality.gov.au/making-complaint>

Tel: 1800 951 822

## Contact Details

### **McKenzie Aged Care Support Office**

Suite 1, 116 Martin Street, Brighton VIC 3186

Tel: 03 9591 8100 | [mckenzieacg.com](http://mckenzieacg.com)