We want to hear from you about how we are doing

Maroba is committed to providing high quality care and services and meeting the needs of our residents and clients.

We value your feedback including your complaints or concerns. We view these as an opportunity to improve our services

We appreciate you taking the time to let us know what you think we do well and where we can improve our care and services.

Our contacts

Director of Care	Linda Winn
Clinical Care Partner	Manju John
General Manager Operations	Tracy Walker
General Manager Corporate Services	Louise Adnum
Chief Executive Officer	Viv Allanson

Tel: 0249 350300
Email: feedback@maroba.com.au

We appreciate you taking the time to provide feedback

If you feel a concern has not be resolved satisfactorily by Maroba, you may wish to contact :

Residential & Community Aged Care

Aged Care Quality and Safety Commission

Tel: **1800 951 822**

If you are deaf or have a hearing or speech impairment call **1800 555 677** (National Relay Service) and ask for 1800 951 822. If you need an interpreter, call **131450** (Translation and Interpreting Service and ask for 1800 951 822.

Or you can lodge a complaint online through their website **agedcarequality.gov.au.**

Or write to Aged Care Quality and Safety Commission GPO BOX 9819 in Your Capital City.

Other support available is the National Aged Care Advocacy on **1800 700 600**

Retirement Villages

NSW Fair Trading NSW Government

Tel: **133230**

Or you can lodge a complaint online through their website **fairtrading.nsw.gov.au.**

Or write to NSW Fair Trading PO BOX 2063 Dangar (Newcastle West) NSW 2309

P: 02 4935 0300
E: feedback@maroba.com.au
58 Edith Street, WARATAH NSW 2298

maroba caring communities
choose to belong

Have Your Say

Help us improve our Care & Services

Are we meeting your needs?
Suggestions, Compliments, Concerns and Complaints Information Flyer

We Listen & Value Your Feedback

We value feedback and encourage anyone to provide us with suggestions, compliments, concerns or complaints Your feedback could make us aware of issues that we don't know about. So we want to hear from you.

Let's Talk

We take all feedback seriously and want to understand how we can best deliver care and services to you or your loved one.

Please discuss any feedback, concerns or questions you have about the quality of care or services with the identified key staff members provided on the back of this brochure.

You are welcome to speak to our staff in person, by phone, or complete the Feedback and Complaints form located at the entrance of the Manor or Lodge. This form is also available on our website under 'Contact Us'. You may prefer to complete the form at home and email it to our dedicated inbox , feedback@maroba.com.au.

We encourage & welcome feedback

What to expect

We will treat your concern in confidence and respect your privacy.

We will respond to any concern promptly, sensitively and as quickly as possible, working with you to assess how best to resolve it. You can help us by providing us with as much relevant information as possible.

Please consider the outcome you would like and we will strive to provide it.

Where appropriate we will investigate your concerns to understand what happened and why, and to find ways to prevent it from happening again.

We will keep you informed about the progress of your concern along the way.

If your concern/complaint is not resolved to your satisfaction by Maroba, you may choose to contact an external complaints agency. Relevant agency details are located on the back of this brochure.

Note: All contact details are printed on the reverse of this brochure

Improving Maroba

We recognise the importance of consumer feedback as a valuable and unique source of information essential for Continuous Improvement.

We discuss our consumer feedback with our staff, so we can all work together to find ways to improve our care and service and keep staff well informed of what is happening. This ensures we continue to provide better outcomes for our residents and clients.