

Your feedback – tell us what you think

We're here to help and value what you say about our services. If we've exceeded your expectations or haven't met them, we'd like to hear from you.

Providing us with feedback or making a complaint will not affect your relationship with us or the services we pay for. Sharing your experience can help us fix problems and improve the services we provide.

Let's talk about it

We hope you feel comfortable talking to your icare contact or any other person you've been talking to at icare. If you're unhappy about something or wish to make a complaint, please don't hesitate to let them know what they can do to help. They may be able to sort out your concerns immediately.

If you'd prefer to speak to someone else, you can also phone, email or post us.

Phone:	1300 738 586 (for the cost of a local call)
Email:	feedback.lifetimecare@icare.nsw.gov.au
Website:	'Contact us' link on our website at www.icare.nsw.gov.au .
Mail:	Customer Resolution Team Lifetime Care GPO Box 4052 Sydney NSW 2001

What help can I get to make a complaint?

Your family member, friend, representative or advocate can talk to us on your behalf. We also have three impartial and external support and advocacy service providers who can help you navigate the dispute process.

For more details, see the *P13 Support and Advocacy Service* information sheet on our website at www.icare.nsw.gov.au.

You can make a complaint in your preferred language. Let us know if you'd like to use an interpreter to speak to us, or if you'd like any documents translated. You can also call Associated Translators and Linguists on (02) 9231 3288.

What do we need from you?

If you are making a complaint you need to tell us clearly why you are unhappy with our services and the outcome you are seeking. Providing your name and contact details will help us contact you to resolve your issue.

You can also provide feedback anonymously, but this means we won't be able to respond to you personally.

When will you respond to my complaint?

We aim to get back to you within 2 business days of receiving your feedback. If we need more time to investigate your complaint, we'll explain why and will keep you informed of our progress along the way.

What do I do if I am not happy with the outcome of my complaint?

Our Customer Resolution Team can review your complaint if you're unhappy with the response you receive. You can:

- ask your Lifetime Care contact to refer you to a Customer Resolution Specialist
- call our switchboard on 1300 738 586 and ask to be put through to a Customer Resolution Specialist in the Customer Resolution Team
- send an email to: feedback.lifetimecare@icare.nsw.gov.au.

We aim to contact you within 2 business days to discuss your complaint. We will then respond to you within 20 business days to explain the outcome and any actions we've taken. We'll keep you updated on our progress if there are delays in receiving important information or responding to you.

Who should I contact if my complaint is not resolved?

If you feel the Customer Resolution Team hasn't sufficiently or fairly dealt with your complaint, you can take your complaint to the NSW Ombudsman. The NSW Ombudsman is independent and impartial. Its role is to make sure NSW agencies, including icare, are doing their jobs properly and meeting their responsibilities to the community. You can contact the NSW Ombudsman directly at:

- Phone: 02 9286 1000
- Toll-free phone: 1800 451 524
- www.ombo.nsw.gov.au.

What is the difference between a complaint and a dispute?

A complaint is when you are not satisfied or are unhappy with our services. Anyone can make a complaint and there is no cost associated with making a complaint. Complaints can be about:

- any aspect of Lifetime Care
- the level of service provided to you
- the services we pay for.

A dispute is when someone disagrees with a decision we've made about:

- your eligibility for the Lifetime Care and Support Scheme
- your treatment and care needs.

A dispute is resolved in a different way to a complaint. For more information about disputes, you can find our *Resolving disputes about eligibility* and *Resolving disputes about treatment and care needs* information sheets on our website at www.icare.nsw.gov.au.

Your privacy

We want to improve the quality of our service, so we'll record your feedback. If you'd prefer that we didn't record your feedback or you wish to remain anonymous, please let us know and it won't be included in our records. For more information about your privacy, see the footer of our website at www.icare.nsw.gov.au.

Compliments and suggestions

Have you been impressed or pleased with our service, or have any feedback for us? Tell us about it so we can share examples of good service, or new ideas with our staff. You can send your compliments or suggestions to:

- **Email:** feedback.lifetimecare@icare.nsw.gov.au.
- **Post:** Customer Resolution Team
Lifetime Care
GPO Box 4052
Sydney, NSW 2001

icare
GPO Box 4052, Sydney, NSW 2001
General Phone Enquiries: 1300 738 586
Email: feedback.lifetimecare@icare.nsw.gov.au
www.icare.nsw.gov.au