

Advocacy services

All customers have the right to appoint an advocate to act on their behalf.

Advocacy services may be able to assist in the management of care, establishing or reviewing agreements, negotiating fees and in presenting any complaints.

We respect your choice of advocate, and encourage all customers to use the services of an advocate in the event of a dispute.

For customers accessing aged care programs, please call the **National Aged Care Advocacy Line** on **1800 700 600**.

Responsibility for funding and administration of disability advocacy is shared between the Commonwealth and state/territory governments. A list is provided at <https://www.afdo.org.au/resource-disability-advocacy-organisations/>

How to submit your feedback

Email: write to us at tellus@zenitas.com.au

Online: visit your relevant service provider, and follow the online prompts to 'contact us' and complete the online form. Or you can also print a form and send to tellus@zenitas.com.au

Phone: contact us on the relevant number for your service provider on the back page.

Feedback form: English and Easy Read versions are available from our websites or on request from our staff.

In person: speak directly to our staff who will then follow up.

Mail: you can write or send your form to us via the Zenitas Support Office address on the back page.

Our CARE Values

Our team at Claro is driven by our CARE values:



Our clients are at the heart of everything we do – we work in partnership with you, so you can lead the life you want on your terms.



We partner with our clients to make things happen – we're collaborative and achieve more together.



We know it's a privilege to partner with you – we respect all voices and promote diversity and inclusion in the community.



We constantly strive to do better, deliver quality service, and promote positive community change.

Contact details

Claro Aged Care and Disability Services

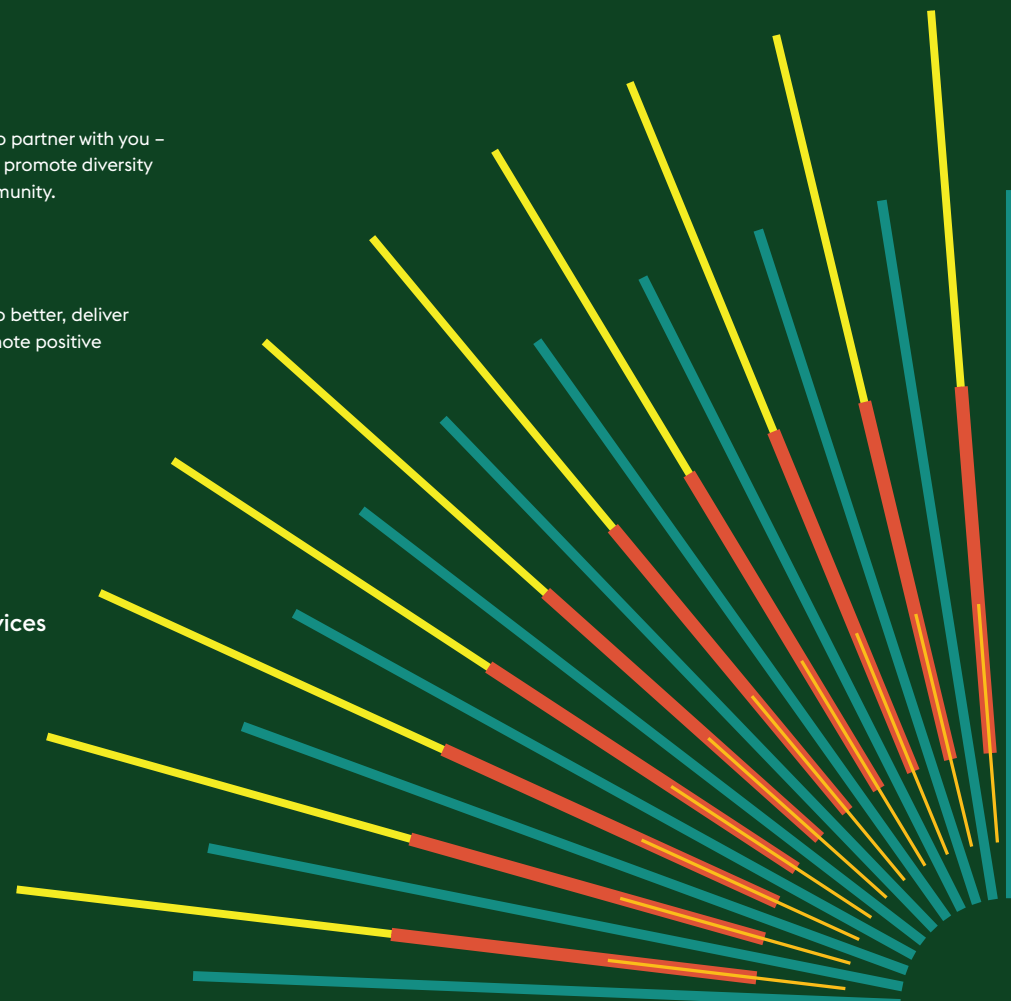
Online: www.claro.com.au

Phone: 1300 303 770

Claro
Aged Care &
Disability Services

Claro
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Your Feedback Matters



We are listening

Claro committed to providing you with the highest quality services. If you would like to provide us with feedback on how to improve our care and services, we want to hear from you.

We welcome your feedback including compliments, suggestions or complaints as this will help us deliver better services going forward. We take your views seriously, and want to assure you that your feedback will be addressed fairly and promptly by our committed team of staff.

Types of feedback

Compliments: about the care and services provided by us that have either met or exceeded your expectations.

Suggestions: about an idea that can improve our services.

Complaints: about the care and services provided by us that have not met your expectations.



Responding to your feedback

Feedback can be provided openly or anonymously. However, if anonymous, please understand we will not be able to respond to you directly.

Compliments: will be acknowledged and forwarded to the relevant staff member or service area to enjoy.

Suggestions: will be acknowledged by management and considered for inclusion in the team's Continuous Improvement Plan.

Complaints: will be acknowledged by management. We commit to:

- Listening to your concerns;
- Investigating further if required, to fully understand your concerns and provide information to you promptly;
- Referring issues that may be best dealt with by others (such as police, ombudsman and/or aged care or disability regulators);
- Updating you on how your complaint is being handled; and
- Ensuring your privacy and confidentiality is maintained as required under law.

External agencies

If you are dissatisfied with the way we have handled your complaint, you can contact the following external agencies:

All services

Office of the Australian Information Commissioner

Fax: send it to 02 9284 9666

Email: enquiries@oaic.gov.au

Mail: GPO Box 5218, Sydney NSW 2001

Online: www.oaic.gov.au

Ombudsman

Details differ for each state and territory.

Check online for your local service.

Aged care services

Aged Care Quality and Safety Commission

Phone: 1800 951 822 (free from landlines)

NRS: 1800 555 677 then ask for 1800 951 822

Online: www.agedcarequality.gov.au

Disability services

NDIS Quality and Safeguards Commission

Phone: 1800 035 544 (free from landlines)

TTY users 133 677

NRS: 1800 555 677 then ask for 1800 035 544

Online: www.ndiscommission.gov.au

National Disability Abuse and Neglect Hotline

Phone Toll Free: 1800 880 052

NRS: 1800 555 677 then ask for 1800 880 052

TIS: 131 450 (Translating and Interpreting Service)

Online: www.jobaccess.gov.au/complaints

Email: hotline@workfocus.com