

## Giving Feedback

There are many ways you can give us your feedback:

- Feedback form: available at our wait area, from your worker or from our website [oldertenants.org.au/feedback](http://oldertenants.org.au/feedback)
- Call: 1300 765 178 and tell the worker you would like to give feedback on our service
- Email us at [haag@oldertenants.org.au](mailto:haag@oldertenants.org.au)
- In person: Speak directly to our staff who will then forward the information for follow up.



HAAG will respect and uphold your rights. You can read about your rights and responsibilities at

[oldertenants.org.au/your-rights](http://oldertenants.org.au/your-rights)



OLDER PERSONS' HOUSING INFORMATION  
AND SUPPORT SERVICE



HOUSING FOR THE AGED ACTION GROUP INC.

247-251 Flinders Lane,  
Melbourne 3000

Phone: 9654 7389 Fax: 9654 3407

Home at Last: 1300 765 178

[haag@oldertenants.org.au](mailto:haag@oldertenants.org.au)

[www.oldertenants.org.au](http://www.oldertenants.org.au)



Housing for the Aged Action Group (HAAG) is committed to the principles of social justice and aim to ensure every individual is treated with dignity and respect regardless of their age, cultural background, ability, ethnicity, gender identity, intersex variation, sexual orientation or religious beliefs.

### Feedback about our services

HAAG welcomes complaints, compliments and other forms of feedback about the service you received. Your feedback helps us to improve the way we work with you and assists us to continually improve our services.

#### We encourage you to:

- Provide a compliment about a staff member or service
  - Make a suggestion about an improvement
  - Raise a concern or a complaint
- Providing Feedback does not influence any future service you receive from HAAG.

Providing Feedback does not influence any future service you receive from HAAG. It is your right to remain anonymous, however if you would like staff to follow up with you personally, please provide your name and/ or contact details.

## Types of Feedback

**Compliments** about services provided by us that have either met or exceeded your expectations.

**Suggestions** or ideas that can improve our services.

**Complaints** about the services provided by us that have not met your expectations.

## Responding to your feedback

**Compliments** will be acknowledged and forwarded to the relevant staff.

**Suggestions** will be acknowledged by management and considered for inclusion in the service area's continuous improvement plan.

**Complaints** will be acknowledged by management and registered in the complaints database. We will let you know that your complaint has been received and provide you with information about the process and timeframe

Feedback can be provided anonymously, however if anonymous we will not be able to respond to you directly.

## Making a Complaint

As a client of HAAG you have the right to raise a complaint about the service that you have received, or appeal a decision made by the service that you are not happy with. Making a complaint does not negatively influence any future service you receive from HAAG

To complain about harassment, unprofessional conduct, abuse, mistreatment or infringement of rights:

- 1: Try to resolve the issue with the person/s involved if possible.
- 2: Call 1300 765 178 and ask to speak to a Manager. Alternatively, complete our formal complaint form available at [oldertenants.org.au/feedback](http://oldertenants.org.au/feedback), and in the HAAG office.

## We promise to

- Listen to your concerns
- Respond in writing where appropriate
- Investigate and provide information promptly
- Update you on how your complaint is being handled
- Comply with all aspects of the Australian Privacy Principles and Health Privacy Principles.

## Taking your complaint further

If you are dissatisfied with the way HAAG has handled your concerns, you can contact the following external agencies:

**Homelessness Advocacy Service (HAS)** P: 1800 066 256 or visiting [www.chp.org.au/services/has](http://www.chp.org.au/services/has)

## Minister for Housing

Phone: 03 9096 7500

Office: Level 22, 50 Lonsdale Street, Melbourne, Victoria, 3000

## Department Families, Fairness and Housing:

As a DFFH funded service, you may also provide feedback on our Home at Last service to DHHS directly.

DHHS, Complaints and Privacy unit  
GPO Box 4057, Melbourne, Victoria  
3000

[complaints.reception@dhhs.vic.gov.au](mailto:complaints.reception@dhhs.vic.gov.au)  
1300 884 706