



Government of South Australia
Department for Communities
and Social Inclusion



*“Tell us what
you think..”*

We welcome your feedback

In the Department for Communities and Social Inclusion (DCSI), we want to know about what we are doing well and what we need to improve.

Your feedback can help us to provide a better service for you and for others.

We will handle your complaint fairly and as quickly as possible.

The information you provide will be forwarded to the relevant area of the department for investigation or response.

You are welcome to have a support person and/or advocate with you when you make a complaint. This can be a family member, friend or someone from another service.

You can ask to have the reasons for any decisions explained to you and/or your advocate in person and in writing.

... we're listening”

What happens to my compliment?

We will:

- Inform the person or business area you are pleased with
- Share this across the department to encourage best practice in delivering our services

What happens to my comment / suggestion?

We will:

- Ensure the right person can investigate your comment/suggestion for improving our services
- Notify you of any action or decision

No stamp required if posted in Australia



Delivery Address:
GPO Box 292
ADELAIDE SA 5001



DCSI Client Feedback
Reply Paid 292
ADELAIDE SA 5001



Fold and seal before posting.

Thank you for completing the DCSI Client Feedback form.

DCSI Client Feedback Form



My feedback is a: Compliment Complaint Comment / Suggestion

Date: DD MM YYYY

Title: Mr Mrs Ms Miss Dr Other

First Name: Last name:

Address:

Suburb: State: Postcode:

Phone: Email:

I identify as: Aboriginal Torres Strait Islander
 Other/NA

I am a: DCSI client - Client no.
 DCSI client relative Service provider DCSI grant recipient
 DCSI staff Other, please specify

This feedback is about services provided by:

Ageing and Carers Concessions and Support Services Corporate DCSI
 Disability Services Domiciliary Care Housing SA Youth Justice
 Families SA * (Department for Education and Child Development)
 Other, please specify

What would you like to tell us? Attach any further documents

What would you like to happen? Attach any further documents

I prefer contact by: Phone Email Letter

We collect, manage, use and disclose personal information in accordance with the *DCSI Code of Fair Information Practice*.
 * Families SA collects, manages, uses and discloses personal information in accordance with the *South Australian Government Information Privacy Principles Instruction*.

Thank you for your feedback

What happens to my complaint?

We will:

- Acknowledge your complaint within 5 working days
- Aim to resolve your complaint within 30 working days

Keep you informed of the progress of your complaint if it is a complex matter that takes more than 30 working days to resolve

Wherever possible we will agree to a suitable solution.

If you are not happy with the way your complaint is being handled we can help you contact the right person.

How can I provide feedback?

By:

- Completing the Client Feedback form within this brochure
- Completing the online form by visiting our website (dcsi.sa.gov.au)
- Email
- Facsimile
- Letter
- Telephone
- Visiting one of our offices

Need help?

You can ask at any DCSI office for help to fill in this form.

Still not satisfied?

If you are not happy with the process, progress or response to your feedback, you can ask to speak with the Feedback Coordinator by ringing 08 8413 9050 who can discuss your concerns and explain your rights and options.

If you are still not satisfied, you have the right to refer matters to the:

Health and Community Services Complaints Commissioner (HCSCC)

HCSCC Enquiry Service
 Monday-Friday 9am-5pm
 08 8226 8666
 1800 232 007 Country SA (from landline)
 PO Box 199
 Rundle Mall Adelaide 5000
 www.hcsc.sa.gov.au

Ombudsman SA

1800 182 150
 PO Box 3651
 Rundle Mall SA 5000
 ombudsman@ombudsman.sa.gov.au
 www.ombudsman.sa.gov.au

Aged Care Complaints Scheme

Department of Health and Ageing
 GPO Box 9848
 Adelaide SA 5001
 Toll free: 1800 550 552
 cis.sa@health.gov.au
 agedcarecomplaints.govspace.gov.au

Contact us for more information

- Write to: DCSI Client Feedback GPO Box 292 Adelaide SA 5001
- General enquiries: 08 8413 9050
 Ageing and Carers: 1300 786 117
 Concessions Hotline: 1800 307 758
 Disability Services: 1300 786 117
 Domiciliary Care: 08 8132 6000
 Housing SA: 13 12 99
 Youth Justice: 08 8226 6009
 Families SA (Department for Education and Child Development): 1800 003 305
- National Relay Service: TTY/Voice calls: 133 677
 Speak & Listen: 1300 555 727
- Fax: 08 8413 8143
- Email: dcsi.clientfeedback@dcsi.sa.gov.au
- Online: www.dcsi.sa.gov.au
- Alternative formats: 08 8413 9050

For further information about your rights when seeking or using a health or community service please refer to the HCSCC Charter of Health and Community Services Rights (www.hcsc.sa.gov.au – charter of rights).

