

EVA TILLEY MEMORIAL HOME INC.
Facility Feedback Form

- Complaints are encouraged and viewed as an opportunity to improve the care and service we provide to residents and to strengthen our relationship with residents and their representatives and the provision of person-centred care.
- For those concerns/complaints raised by a resident /representative that cannot be immediately dealt with by staff or in charge staff these are dealt with formally by the Complaints Officer.

- If residents/representatives would prefer to speak to someone independent of the facility the following services are available;

Aged Care Quality and Safety Commission
1800 951 822

Elder Rights Advocacy
Telephone: (03) 9602 3066
Tollfree: 1800 700 600
Email: era@era.asn.au