

CONTINUITY CARE

Complaints and Feedback

A sample pathway for raising concerns, giving compliments and requesting a response.

Document status	Demonstration only
Review status	Requires governance and legal approval
Version	Draft 0.1

Our commitment

Feedback helps services improve. A person should be able to raise a concern safely, privately and without losing access to fair support.

Ways to provide feedback

- Speak with a worker or service contact.
- Call or email Continuity Care.
- Ask a family member, advocate or representative to assist.
- Contact an external complaints body when appropriate.

What happens next

- We acknowledge the concern.
- We clarify the outcome you are seeking.
- We assess immediate safety or wellbeing issues.
- We review relevant information fairly.
- We explain the outcome and any improvement action.

Privacy and fairness

Information should be handled discreetly and only shared with people who need it to respond. Anyone involved should have an opportunity to provide relevant information.

Urgent matters

If someone is in immediate danger, call Triple Zero (000). Urgent safeguarding concerns should be escalated promptly through the appropriate service and regulatory pathways.