




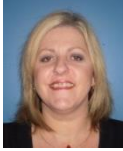





**Amicus encourages people to provide feedback and raise complaints as it assists us to make sure that we are providing high quality services. Anyone can provide feedback or make a complaint about Amicus. This may be the people who chose our support, a family AMICUS COMPLAINTS FLOW CHART member or advocate, member of the public or staff.**

<p><u>Step 1</u></p> <p><b>Talk to the Person</b></p> <p><i>If this doesn't work go to Step 2</i></p>	 <p>Talk to the person concerned to try and resolve the problem. If you can't resolve the problem complete the Amicus Feedback Form prior to meeting with the Co-ordinator.</p>		
<p>Step 2</p> <p><b>Talk to the Co-ordinator</b></p> <p>Phone 5441 2666</p> <p><i>If this doesn't work go to Step 3</i></p>	<p><b>Disability, HACC, Aged, TCP, Out-of Home Care, Short Term Accommodation and Indigenous Services</b></p>    <p>Shayne Scott   Caralyn Collins   Sophia Wight  <a href="mailto:sscott@amicus.org.au">sscott@amicus.org.au</a> or <a href="mailto:ccollins@amicus.org.au">ccollins@amicus.org.au</a>  or <a href="mailto:swight@amicus.org.au">swight@amicus.org.au</a></p>	<p><b>Outside School Hours and Vacation</b></p>  <p>Tracey Christmas  <a href="mailto:tchristmas@amicus.org.au">tchristmas@amicus.org.au</a></p>	
<p>Step 3</p> <p><b>Talk to the EO</b></p> <p><i>If this doesn't work go to Step 4</i></p>	 <p>Talk to the Executive Officer of Amicus. Her name is Ann-Maree Davis. Phone 5441 2666 or email <a href="mailto:adavis@amicus.org.au">adavis@amicus.org.au</a></p>		
<p>Step 4</p> <p><b>Write to the COM</b></p> <p><i>If this doesn't work go to Step 5</i></p>	 <p>You can write to the <b>Committee of Management (COM)</b> of Amicus at P.O. Box 20, Eaglehawk, 3556. Mark your envelope 'Confidential'. The COM will make a decision within 4 weeks that the staff must follow.</p>		
<p>Step 5</p>  <p>ring</p>  <p>write</p>	<p>Disability (inc OSHC and VC)  Disability Services  Commissioner  Level 30, 570 Bourke St  Melbourne 3000</p> <p>Ph. 1800 677 342</p> <p>Manager Disability Partnerships  Department of Human Services  PO Box 513  Bendigo 3552</p> <p>Ph. (03) 5434 5555</p>	<p><b>HACC and Aged</b>  Manager of Aged Care  Department of Health  PO Box 513  Bendigo 3552</p> <p>Ph. (03) 5434 5555</p> <p><b>TAC</b>  Traffic Accident Commission  Level 2  60 Brougham St  GEELONG 3220</p> <p>Ph. 1800 332 556</p>	<p><b>Staff</b></p> <p>There are a number of external options available for staff but these depend on the nature of the complaint.</p> <p>If you are unable to resolve your complaint at Step 4 the written response from the COM will provide details of the external options relevant to your issue</p>

