

CONCERN FORM

Use this form to tell Maroochy Home Assist about anything you're unhappy with, worried about, or think we could do better — about our service, a staff member, or a contractor we've engaged. You don't have to call it a complaint if you'd rather not; whatever you call it, we want to hear it and will take it seriously. You're welcome to fill this in yourself, or ask a family member, carer, advocate or an MHA staff member to help you. Raising a concern will never affect the services you receive. We handle what you tell us in line with MHA's Privacy and Confidentiality Policy — only the people who need to know, to look into and resolve your concern, will see it.

Your Details

Your Name (optional — leave blank to stay anonymous)	
You are	☐ A client of MHA ☐ A family member, carer or representative ☐ An advocate ☐ A contractor or service provider ☐ A member of the public ☐ Other (please specify below)
If "Other", please specify	
Phone	
Email	
Preferred way for us to respond	☐ Phone ☐ Email ☐ Letter ☐ I don't need a response

☐ I would like this concern to stay anonymous (we may not be able to look into or respond to it in the same way, but we will still record it)

About Your Concern

Which service does this relate to?	☐ Commonwealth Home Support Programme (CHSP) ☐ Home Assist Secure (HAS) ☐ NDIS ☐ Not sure / other
When did this happen? (approximate date)	
What happened?	
What would you like to see happen as a result?	
Have you already spoken with an MHA staff member about this?	☐ Yes ☐ No
If yes, who did you speak with, and when?	

☐ I understand MHA will use this information only to look into and respond to my concern, in line with MHA's Privacy and Confidentiality Policy, and that raising a concern will not affect the services I receive.

Date form completed	
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How to Get This Form to Us

Email the completed form to office@mha.org.au, post it to 37 Empire Crescent, Chevallum QLD 4555, or hand it to any MHA staff member. If you'd rather talk it through, or need help completing this form, call us on 5476 6130.

If You're Not Satisfied With Our Response

You're welcome to also contact: the Aged Care Quality and Safety Commission (agedcarequality.gov.au) for Commonwealth Home Support Programme matters; the NDIS Quality and Safeguards Commission — 1800 035 544 / ndiscommission.gov.au — for NDIS matters; or the Department of Housing, Local Government, Planning and Public Works for Home Assist Secure matters. You can also ask an advocate to help you, free of charge, through the Older Persons Advocacy Network (OPAN) — 1800 700 600.

Office Use Only

Date Received	
Received By	
Logged in Feedback, Risk, Hazard and Incident Registers (REG-003)?	☐ Yes ☐ No
Reference Number	
Priority (per REG-003 guidance)	☐ Low ☐ Medium ☐ High ☐ Critical
Assigned To	