

# Speaking Up About Your Support at Home Services



## What you can expect from GPH:

At Grand Pacific Health (GPH), we want you to feel safe, respected and heard. If something doesn't seem right, you have the right to tell us about it. This is sometimes called giving feedback, making a complaint, or raising a concern. Speaking up will not affect the support or services you receive. We want to know when things are working well and when they can be improved. You do not need proof or all the facts before talking to us. If something worries you, we encourage you to let us know.

## What can I talk to GPH about?

- You can raise a concern about anything related to your care or services, including:
- the quality or safety of your support;
- the way you are treated by staff;
- missed or delayed services;
- communication that is unclear or difficult to understand;
- fees, budgets or service changes;
- feeling unsafe, ignored or disrespected;
- concerns about another person's wellbeing;
- anything else that does not feel right.



**GPH**  
**Support**  
**at Home**  
**1800 315 101**  
Your home, your support, your way

## Who can raise a concern?

A concern can be raised by:

- you;
- a family member;
- a friend or support person;
- your carer;
- an advocate; or
- anyone acting on your behalf with your permission.

If you would like support to raise a concern, we can help connect you with an independent advocate.

## How can I raise a concern?

You can choose the option that feels most comfortable for you. You can:

- speak with any GPH staff member;
- contact GPH Support at Home by phone or email;
- ask a family member, friend, carer or advocate to help you;
- contact the Older Persons Advocacy Network (OPAN); or
- contact the Aged Care Quality and Safety Commission.

You can also tell us if you would like your concern handled confidentially.

## What happens after I speak up?

When you raise a concern, we will:

- listen carefully and take your concern seriously;
- act quickly if there is an immediate safety risk;
- review what has happened;
- work with you to understand the issue;
- keep you informed where possible; and
- let you know the outcome or actions taken.

Our goal is to resolve concerns fairly, respectfully and as quickly as possible.

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## **Will my information be kept private?**

We will respect your privacy and keep information about your concern confidential wherever possible. Information will only be shared with people who need it to investigate the concern, respond appropriately, or keep somebody safe. If you would prefer not to be identified, please discuss this with us. We will explain the options available.

## **You are protected when you speak up**

No one should be treated unfairly because they have raised a genuine concern. GPH is committed to ensuring that people who speak up are treated with respect and are not disadvantaged, threatened or treated differently because they have raised a concern. If you are worried about speaking up, please let us know and we can discuss support options with you.

## **Independent Support and Advocacy**

Sometimes it helps to have someone independent on your side.

The Older Persons Advocacy Network (OPAN) provides free and confidential advocacy support to older people receiving aged care services.

**Phone: 1800 700 600**

## **Key Contacts**

**Grand Pacific Health – Support at Home**

**Phone: 1800 315 101**

**Email: [agedcare@gph.org.au](mailto:agedcare@gph.org.au)**

**Older Persons Advocacy Network (OPAN)**

**Phone: 1800 700 600**

**Aged Care Quality and Safety Commission**

**Phone: 1800 951 822**

**My Aged Care**

**Phone: 1800 200 422**

**Emergency**

**Call 000 if someone is in immediate danger.**

**Remember**

**Your voice matters. Speaking up helps keep people safe, improve services, and ensure you receive the quality care and support you deserve.**



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**Grand  
Pacific  
Health**