

# Feedback

## How can I give feedback about SHARC?

- Speak to a member of our staff
- Give us your feedback online at [www.sharc.org.au/complimentscomplaints](http://www.sharc.org.au/complimentscomplaints)
- Fill out this feedback form and place it in the Feedback Box at SHARC reception
- Give us a call on 9573 1700 or email [info@sharc.org.au](mailto:info@sharc.org.au)

If you have a complaint about your experience of SHARC, we welcome you to provide your complaint, written or verbal, to the CEO or the relevant manager. SHARC's complaints policy aims to ensure that:

- complaints are taken seriously and investigated in a timely manner
- complaints are resolved through a fair process, without fear of reprisal
- complaints are handled in a confidential manner
- your feedback, where possible, is used to improve our services to benefit all consumers.

If you're not satisfied with the action taken by SHARC about the complaint, it can be referred to the Department of Health or the Health Services Commissioner.

**Feedback can be provided anonymously**

# About us

Self Help Addiction Resource Centre (SHARC) promotes self-help approaches to recovery from alcohol and drug related issues. A unique, peer-led organisation, SHARC is a pioneer in the areas of self-help, peer support, consumer advocacy and promoting the value of lived experience.

## Our vision

We envision a world where all people affected by the impact of addiction can proudly and openly seek help, help each other and demonstrate the living proof that recovery is possible.

## Our mission

To provide opportunities for individuals, families and communities affected by addiction and related problems to recover and achieve meaningful, satisfying and contributing lives. To provide models of practice for family support, consumer participation and peer based recovery support; and influence practice in the field of addiction and other related health domains.

## Our programs and services include:

- Association of Participating Service Users (APSU)
- Family Drug Help (FDH)
- Residential Peer Programs
- Peer Support Projects

## Contact us:

**Self Help Addiction Resource Centre**  
**140 Grange Road, Carnegie Vic 3163**  
**PH: 03 9573 1700 Fax: 03 9572 3498**  
**Email: [info@sharc.org.au](mailto:info@sharc.org.au)**  
**[www.sharc.org.au](http://www.sharc.org.au)**

The SHARC logo consists of the word "sharc" in a white, lowercase, sans-serif font, enclosed within a blue rectangular border.

## Self Help Addiction Resource Centre

# Feedback

SHARC welcomes your feedback, whether it is a compliment or a complaint, as it assists us in improving our services.



