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
- 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

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

www.sharc.org.au



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.



The Process

What happens with my feedback?

Verbal feedback will be acknowledged and responded to by staff and written feedback will be directed to the CEO or the relevant manager.

If it is a written complaint:

- you will receive acknowledgement of your feedback within a week
- the complaint will be investigated and you will be provided with the time frame for our response
- all parties involved will be consulted
- where possible, complaints will be investigated and resolved within three weeks of receipt
- once the investigation is completed, you will recieve a formal response from us

If you're not satisfied with the outcome we will:

- Support you to speak to the Chairperson of the Board of Governance and/or the funding body relevant to their area of complaint
- Support you to seek further assistance from the Office of the Health Service Commissioner or other appropriate agency

Office of the Health Services Commissioner

An independent body established to receive and resolve complaints about healthcare.

Telephone: 1300 582 113. TTY: 1800 136 066 (toll free) www.health.vic.gov.au/hsc

Feedback, Compliments & Complaints

Name: (optional) Contact: (optional) Do you require an interpreter?	Y/N		Please tick: Feedback Compliment Complaint	
Your Feedback				