

Mission Statement

Age Concern Albury
Wodonga Inc. will
enhance
the independence,
participation and lifestyle
of people living within the
community.

Age Concern Albury Wodonga Inc.

Statement of Values

*In everything Age Concern
does, we will:*

- ◆ Respect the dignity and rights of others and value difference
- ◆ Be an open, welcoming, sharing and accessible organization
- ◆ Act with honesty and integrity
- ◆ Be fair and equitable
- ◆ Strive for continuous improvement and actively seek feedback about our performance
- ◆ Encourage teamwork and cooperation
- ◆ Value community participation
- ◆ Be aware of and responsive to the broader community
- ◆ Value collaborative decision making



Family &
Community Services
Ageing, Disability & Home Care



Australian Government
Department of Health and Ageing

Supported by the Australian Government
Department of Social Services. Visit the
Department of Social Services website
(www.dss.gov.au) for more
information.

Although funding for Age Concern has
been provided by the Australian
Government, the material contained herein
does not necessarily represent the view or
policies of the Australian Government.



Age Concern
Learn to Live

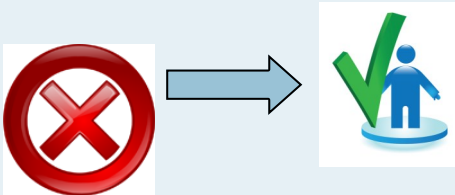
Have Your Say

**Have you got a
compliment or
a complaint that
you would like us
to hear about?**

*Age Concern Albury Wodonga Inc
432 Townsend St,
Albury*

Why give us feedback?

Your feedback is invaluable, We rely on your feedback to help us determine what we are doing well so we can continue it and to identify what we need to change so that we can provide better services.



Got a compliment or complaint? Contact us via any of the following:

- ◆ Pop it in writing to us at 432 Townsend St, Albury, NSW, 2640
- ◆ Phone the Manager 02 6021 5122
- ◆ Email our Manager at jodie@ageconcern.org.au
- ◆ Arrange to meet with the Manager to discuss your comments in person

If you do not feel comfortable to do this yourself, you are welcome to have someone you trust act as an advocate on your behalf.



If you believe further action is required in respect to a complaint you can:

- ◆ Contact the President of Age Concern Committee of Management C/O 432 Townsend St, Albury, NSW, 2640
- ◆ Contact the 'Aged Care Complaints Commissioner' on 1800 200 422

Age Concern Albury Wodonga Inc.

Phone: 02 6021 5122

Fax: 02 6021 8626

E-mail: reception@ageconcern.org.au

Other options available to you include:

- ◆ **NSW Community Service Commission.** The commission has a special branch to consider problems arising with any Community Service Organisation. Any assistance they give is free of charge.

(02) 9384 4999

1800 060 409 (Toll Free)

- ◆ **The Aged Care Complaints Commissioner.** This is a free service. 1800 200 422
- ◆ If you are deaf or have a hearing or speech difficulty we will use the **National Relay Service** 1800 555 677 then ask for 1800 5200 422
- ◆ If you need an interpreter we can help through the **Translating and Interpreting Service** 131 450 then ask for 1800 200 422

Your comments will not affect any service that you receive from us now or in the future.