



CONSUMER FEEDBACK

HARBOURSIDE LODGE



CONTACT US:

Harbourside Lodge
Address: 141-151 Bentinck St Portland VIC 3305
Phone: (03) 5521 0300
Website: www.pdh.net.au

Reply Paid 84133

Quality Department
Portland District Health
Bentinck Street
PORTLAND VIC 3305

Postage
Paid
Portland
3305



Date: _____

Name: _____

Address:

City:

State: _____ Postcode: _____

Email: _____

Phone: _____

☐ Resident

- Participant

☐ Relative

☐ Volunteer

☐ Other (please specify):

- Compliment

□ Suggestion

☐ Complaint

- **What happened**
- **Where and when it occurred**
- **Who was involved**

What would you like to see happen:

- Health Complaints Commissioner:
 - Phoning: 1300 582 113
 - Lodging online: [MAKE A COMPLAINT | Health Complaints Commissioner \(hcc.vic.gov.au\)](http://hcc.vic.gov.au)
- The Aged Care Quality and Safety Commission:
 - Phoning: 1800 951 822
 - Lodging online: [Make a complaint | Aged Care Quality and Safety Commission](http://agedcare.gov.au)
- NDIS Commission:
 - Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
 - National Relay Service 1800 035 544.
 - Completing a complaint contact form: [How to make a complaint | NDIS Quality and Safeguards Commission \(ndiscommission.gov.au\)](http://ndiscommission.gov.au)