Birchmere.

PUBLISHED POLICY

Complaints and Feedback

How to raise a concern, and what we will do

Version 1.0 · Effective 1 September 2026



If something is not right, we want to hear it. A complaint tells us where our service is failing, and it is the cheapest information we will ever get.

How to raise something

Any way that suits you:

- speak to your care coordinator;
- call us on 02 5115 1162;
- email hello@birchmere.com.au; or
- message us through the Portal.

You do not need to put it in writing, use the word “complaint”, or explain it in any particular way. Someone else may raise it for you — a family member, a friend, or an advocate.

What happens then

Within 2 business days	We acknowledge it and tell you who is handling it.
While we look into it	We speak to the people involved, including the carer. We will tell you if we need anything from you, and keep you informed if it is taking time.
Within 20 business days	We give you an outcome — what we found, what we are doing about it, and what happens next. If we need longer, we tell you why and when to expect it.
If you are not satisfied	You may ask for it to be reviewed by someone who was not involved the first time.

Our commitments

- **It will not affect the care.** Complaining will never change the support the client receives, the carers offered, or the amount charged.
- **It stays confidential.** We tell only the people who need to know to resolve it.
- **You may complain anonymously.** We will act on it, though we may not be able to come back to you with an outcome.
- **We record every complaint** and review them regularly to find the pattern behind the individual problem.

Taking it further

You can go outside Birchmere at any point. You do not have to come to us first.

Consumer and service issues	The consumer affairs or fair trading body in your State or Territory.
Privacy	Office of the Australian Information Commissioner — oaic.gov.au, 1300 363 992.
Discrimination	Australian Human Rights Commission — humanrights.gov.au, 1300 656 419.
A crime, or someone at risk	Police. In an emergency, call 000.
Advocacy and support	Older Persons Advocacy Network — opan.org.au, 1800 700 600.

Birchmere.

Care that feels like family.

CALL 02 5115 1162

EMAIL hello@birchmere.com.au

ONLINE birchmere.com.au

Birchmere acknowledges the Traditional Custodians of the lands on which we live and work, and pays respect to Elders past and present.

Private-pay home care. We don't provide NDIS-funded supports.

Birchmere Group Pty Ltd · ABN 47 700 637 896