

How to Make a Suggestion or Provide Feedback to Cystic Fibrosis Community Care

Cystic Fibrosis Community Care (CFCC) aims to provide services that are relevant and accessible. Your feedback will help us improve our services to you.

Please let us know if you have been satisfied with a service, if you would like to make a suggestion, or if you have any feedback.

We take your feedback and complaints seriously. Making a complaint will not affect any service you receive from us, and information about your feedback will only be shared with the staff who are involved in the formal response.

Ways you can give us feedback

There are several ways you can provide us with feedback including:

1. Using the online feedback form on our website at www.cysticfibrosis.org.au/vic/feedback
2. By email to admin@cfcc.org.au
3. By telephone: (03) 9686 1811 9.00am - 5.00pm. Monday – Friday
4. By mail addressed to the CEO, Cystic Fibrosis Community Care, 80 Dodds Street, Southbank Vic 3006
5. By appointment at our office: 80 Dodds Street, Southbank, Victoria, 3006

What happens when you make a complaint?

1. Upon receipt of a complaint the CFCC staff member will attempt to resolve your complaint immediately if possible.
2. If the CFCC staff member is unable to resolve your complaint, it will then be referred to the CEO. The CEO will discuss with you a timeframe for investigation and resolution (usually within 10 working days wherever possible). Once the investigation has been completed, the CEO will provide a written response to you, explaining what kinds of actions have been taken.
3. If you are not happy with the response, you can request the complaint be considered by the Board of CFCC. A written response will be provided by the Board.

What if you need help to make a complaint?

If you need help to make a complaint you can:

- ask a friend, family member, advocate or your case manager to assist you
- ask CFCC to arrange an interpreter.

Alternatively, you may like to contact the services below:

- Disability Services Commissioner: tel 1800 677 342 or web www.odsc.vic.gov.au
- Health Complaints Commissioner: tel 1300 582 113 or web www.hcc.vic.gov.au
- Victorian Ombudsman: tel 03 9613 6222 or 1800 806 314 or web www.ombudsman.vic.gov.au
- Victorian Equal Opportunity & Human Rights Commission: tel 1300 292 153 or web www.humanrightscommission.vic.gov.au