



# Do you have a concern or complaint?

We are here to help and want to know of your concerns or complaints.  
We will investigate and keep you informed.

## How to let us know

Speak to:

Any member of the management team listed

The Chief Executive Officer who is available at anytime

Board of Directors

Management staff and other clients at meetings or focus groups

### Boandik

101 Lake Terrace East  
Mount Gambier SA 5290  
Email: [livewell@boandik.org.au](mailto:livewell@boandik.org.au)

#### Management Team

##### Chief Executive Officer

Gillian McGinty  
Ph: 8725 7377  
Email: [gmcginty@boandik.org.au](mailto:gmcginty@boandik.org.au)

##### Executive Residential Manager

Rebecca Turner  
Lake Terrace  
Ph: 8725 7377

##### Residential Managers

Gill Harding  
Lake Terrace  
Ph: 8725 7377

Pam Walker  
Crouch Street  
Ph: 8725 4911

Narelle Winterfield  
St Mary's  
Ph: 8724 1200

##### Executive Community Manager

Trish Patzel  
Lake Terrace  
Ph: 8724 1251

##### Chief Operating Officer

Sandra Parsons  
Lake Terrace  
Ph: 8725 7377

#### Board

##### Chairman of the Board

Andrew McGregor  
Ph: 8725 7377  
Email: [chairman@boandik.org.au](mailto:chairman@boandik.org.au)

## Avenues outside of Boandik

#### Aged Rights Advocacy Service

Ph: (08) 8232 5377 or 1800 700 600

#### Aged Care Quality and Safety Commission

Ph: 1800 951 822

Online: [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

#### Health and Community Services Complaints Commissioner

Ph: 82268666 or 1800 232 007

Online: [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

#### Disability Advocacy and Complaints Service of South Australia

Ph: 1800 555 630

[www.dacssa.org.au](http://www.dacssa.org.au)

or

#### NDIS Quality and Safeguards Commission

Ph: 1800 035 544

[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)