



# Channels of Communication

## Do you have a concern or complaint?

### **Boandik**

101 Lake Terrace East  
Mount Gambier SA 5290

#### **Chief Executive Officer**

Gillian McGinty  
Ph: 8725 7377

#### **Executive Residential Manager**

Rebecca Turner  
Lake Terrace  
Ph: 8725 7377

#### **Residential Managers**

Dot Golubic  
Lake Terrace  
Ph: 8725 7377

Rodney May  
Crouch Street  
Ph: 8725 4911

Joanne Jenner  
St Mary's  
Ph: 8724 1200

#### **Executive Community Manager**

Trish Patzel  
Lake Terrace  
Ph: 8724 1251

#### **Chief Operating Officer**

Stewart Blyth  
Lake Terrace  
Ph: 8725 7377

#### **Chairman of the Board**

Andrew McGregor  
Ph: 8725 7377

Any of the following channels of communication are available

The appropriate member of the management team

Clients may speak to the chief executive officer at any time no appointment is necessary

Speak to a board member

Raise at residents meeting or focus groups

## Avenues outside of Boandik

### **Aged Rights Advocacy Service**

Ph: (08) 8232 5377 or 1800 700 600

### **Aged Care Complaints Commissioner**

Ph: 1800 550 552

Online: [www.agedcarecomplaints.gov.au](http://www.agedcarecomplaints.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 088 325