



# 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

#### 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

Pam Walker  
Crouch Street  
Ph: 8725 4911

Sue Jones  
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

## 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 088 325