



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

Management Team

Chief Executive Officer

Gillian McGinty
Ph: 8725 7377
Email: gmcginty@boandik.org.au

Executive Residential Manager

Rebecca Turner
Lake Terrace
Ph: 8725 7377

Residential Managers

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

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

Health and Community Services Complaints Commissioner

Ph: 82268666 or 1800 232 007

Online: www.hcsc.sa.gov.au

Disability Advocacy and Complaints Service of South Australia

Ph: 1800 555 630

www.dacssa.org.au

or

NDIS Quality and Safeguards Commission

Ph: 1800 035 544

www.ndiscommission.gov.au