



**Boandik Lodge
Incorporated**
101 Lake Terrace East
Mount Gambier SA 5290

Chief Executive Officer
Gillian Mc Ginty
Ph: 8725 7377

Directors of Care
Wendy Jordan
Lake Terrace
Ph: 8725 7377

Rodney May
Crouch Street
Ph: 8725 4911

Joanne Jenner
St Mary's
Ph: 8724 1200

**Community Services
Director**
Trish Patzel
Lake Terrace
Ph: 8724 1251

Chief Operating Officer
Stewart Blyth
Lake Terrace
Ph: 87257377

Chairman of the Board
Andrew McGregor
Ph: 8725 7377



Channels of Communication

Do you have a concern or complaint?

Any of the following channels of communication are available

The appropriate member of the senior staff

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

Speak to a board member

Raise at residents meetings or focus groups

Avenues outside of Boandik Lodge

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

Health and Community Services Complaints Commissioner
Ph: 82268666 or 1800 232 007
Online: www.hcscs.sa.gov.au

Disability Advocacy and Complaints Service of South Australia
Ph: 1800 088 325