

Compliments, Concerns, Complaints & Suggestions

Gladstone Region Aboriginal and Islander Community Controlled Health Service (GRAICCHS) t/a Nhulundu Health Service



We value you as a client or community member of Gladstone Region Aboriginal and Islander Community Controlled Health Service Ltd t/a Nhulundu Health Service. It is important to us to continually improve the level and scope of our service delivery to our clients.

Your comments are important to us, and we would encourage you to have your say and voice your thoughts, concerns and expressions in your own words. This form has been provided for your feedback. Please fill it in, and when finished please return it using one of the options below for actioning. Please attach additional pages if necessary.

If a child is in immediate danger, call 000. To raise a concern about a child, tick the Concern box below. You can leave your name off, or phone us on 1800 293 293.

How to return this form: hand it to any staff member or reception, post it to PO Box 5158, Gladstone Q 4680, or email it to info@nhulundu.com.au. Ask any staff member if you would like help to fill it in or to talk it through. We can arrange an interpreter.

Child safety concerns: if you are reporting a concern about a child's safety, please email it to cyf@nhulundu.com.au.

Under 18? You can fill this in yourself, or ask someone you trust to help you. Kids Helpline: 1800 55 1800 (free, 24 hours a day).

Feedback	
Type of Feedback (please tick)	☐ Compliment ☐ Improvement ☐ Complaint ☐ Suggestion ☐ Concern about a child's safety or wellbeing
Details	

What happens next: if you give us contact details (located on the next page), we will let you know we have received it and what happens next. For complaints and feedback, we aim to give you an outcome within 7 business days. We handle your information under our Privacy Policy. If you are not happy with the outcome, you can contact the Department of Families, Seniors, Disability Services and Child Safety (complaints), or the Queensland Family and Child Commission on (07) 3900 6000.

Thank you for your feedback – Staff and Management Nhulundu Health Service



Gladstone Region Aboriginal & Islander Community Controlled Health Service Ltd ACN. 610 044 641
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 Phone. 07 4979 0992 | Fax. 07 4979 0967
 Email. info@nhulundu.com.au nhulundu.com.au



Contact Details - It is at the discretion of the Client / Individual to leave their name and details. You can stay anonymous, but we can only reply if you give us a way to contact you

Name			
Address		Phone	
Email		Date	/ /
Would you like a response?	☐ Yes ☐ No If yes, please give a phone number, email or address above.		

OFFICE USE ONLY

Feedback Source	☐ Client ☐ Member ☐ Walk In ☐ Client with Appointment ☐ External Service Provider ☐ Community Member		
Feedback Category	☐ Access ☐ Appreciation of Event ☐ Confidentiality or Privacy ☐ Efficiency ☐ Appreciation of Service ☐ Cultural Sensitivity ☐ Responsiveness ☐ Staff Courtesy ☐ Child safety or wellbeing concern <i>(Hand over the same day to the Children, Youth and Families Manager)</i>		
Confidential Feedback	☐ Yes ☐ No		
Work Area			
Received By		Date Received	/ /
Logiqc Reference		Outcome Due	7 business days
Forwarded To / Date	/ /		
Mandatory Reporting Considered	☐ Yes ☐ No ☐ Report made		