

FEEDBACK

Name (optional):

Please provide a summary of your feedback:

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If you would like a response, please provide contact details.

Phone:

Email:

Address:

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IF THE PROBLEM IS STILL NOT FIXED YOU CAN TALK TO SOMEONE ELSE:

- Anti Discrimination Commission of Queensland (13 74 68)
- Department of Communities, Housing and Digital Economy (13 74 68)
- Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (13 74 68)
- Queensland Health (13 74 68)
- The Office of the Public Advocate (07 3224 7424)
- Commission for Children and Young People and Child Guardian (1800 688 275)
- The Advocacy and Support Centre (TASC) (1300 008 272)
- Queensland Civil and Administration Tribunal (1300 753 228)
- Queensland Ombudsman (1800 068 908)
- Community Visitor Program (1300 302 711)
- Office of Fair Trading (07 4637 6000)
- NDIS Quality & Safeguards Commission (1800 035 544)
- Queensland Human Rights Commission (1300 130 670)
- Department of Social Services (complaints@dss.gov.au)
- Department of Children, Youth Justice and Multicultural Affairs (1800 080 464)

COMMUNITY SERVICES FEEDBACK

Community Information





WHAT CAN I PROVIDE FEEDBACK ABOUT?

Feedback can be a:

- Compliment about a good experience you've had with St Vincent de Paul Society Queensland (SVDP)
- Suggestion to improve your services and support
- Complaint about something you are unhappy with.

WHAT IF I NEED HELP TO PROVIDE FEEDBACK?

It is important to make sure you have all that you need to provide feedback. We can help by arranging an interpreter, providing support for you to be assisted by an independent support person or providing information in a format that you can understand.

HOW TO GIVE FEEDBACK

If you have feedback there are some steps you can take to help us resolve your complaint.

- Make your complaint clear. Talk through the issue with the person in the first instance.

It often helps to write down everything to do with the issue in the order in which it happened. Let us know the outcome you are seeking or the action you want us to take.
- Many complaints can be resolved in the first instance, by speaking directly with the people who are providing services to you or with others you know in the service that you feel comfortable with.

- There are lots of ways you can give us feedback. You can:

- **Visit on online at**

www.qld.vinnies.org.au/feedback

- Talk to your local SVDP team member.

- **Phone** 07 3010 1000

- **Write to us**

St Vincent de Paul Society Queensland
PO Box 3351
South Brisbane, Queensland 4101

HOW WILL MY FEEDBACK BE MANAGED?

- Your feedback will be managed confidentially.
- We will work with you to get the best possible outcome.
- We will address any issues quickly.
- We will learn from the feedback.
- If you are unhappy with the response, you can put your complaint in writing to the Queensland Complaints Manager

St Vincent de Paul Society Queensland,
PO Box 3351, South Brisbane QLD 4101

Email: state.admin@svdpqld.org.au

