

## AT UNITING COMMUNITIES, PEOPLE ARE AT THE CENTRE OF EVERYTHING WE DO.

We are committed to providing a high level of service that is positive, supportive and delivers the assistance you need.

So that we can continue to develop and improve our services, we welcome you to provide feedback about your experiences with Uniting Communities.

We have a process to ensure that your feedback is handled appropriately and in a timely manner.

All feedback is treated confidentially, and will be recorded as part of our quality assurance process.

## OTHER SUPPORT

If you do not feel comfortable about making a complaint directly or if you are unhappy about how your complaint was handled, other organisations may be able to assist, including:

**Aboriginal Legal Rights Movement**  
(08) 81 13 3777 or toll free 1800 643 222

**Aged Care Quality and Safety Commission**  
1800 951 822

**Disability Advocacy & Complaints Service of SA**  
(08) 7122 6030

**Equal Opportunity Commission**  
(08) 8207 1977

**Health & Community Complaints Commissioner**  
(08) 8226 8666 or toll free 1800 232 007

**Legal Services Commission**  
1300 366 424

**Ombudsman of South Australia**  
(08) 8226 8699

**Office of Australian Information Commissioner**  
1300 363 992

**NDIS Quality and Safeguards Commission**  
1800 035 544 (free call from landlines) or TTY 133 677

**Aged Rights Advocacy Services**  
1800 700 600 or 8232 5377

**Office for Ageing Well**  
8204 2440

**SA Retirement Residents Association**  
8232 0422

**Adult Safeguarding Unit**  
1800 372 310

**Department of Social Services Complaints Line**  
1800 634 035

If you need hearing assistance, call 1800 555 677 (National Relay Service). If you need an interpreter, call 131 450 (Translation and Interpreting Service), then enter the number you wish to call.

Uniting Communities  
43 Franklin Street, Adelaide SA 5000  
P 08 8202 5111  
[unitingcommunities.org](http://unitingcommunities.org)

## WE VALUE YOUR FEEDBACK

## HOW TO PROVIDE YOUR FEEDBACK

**If you would like to share feedback, a compliment, a complaint or a suggestion, you can:**

- Speak with a staff member. If urgent, please contact the service manager directly.
- Complete this form and:
  - hand to a staff member
  - place in an on-site feedback box
  - post to Feedback, Reply Paid 2534 Adelaide SA 5000
  - call Uniting Communities' Head Office on (08) 8202 5111 and ask to speak to the Senior Manager of the service.
  - email to [feedback@unitingcommunities.org](mailto:feedback@unitingcommunities.org)
- Contact one of the organisations on the back of this brochure or seek advice from external advocacy groups, counsellors, teachers or medical professionals if you do not feel comfortable speaking to us directly.

We are happy to discuss your feedback with you. Please provide your contact details if you would like someone from Uniting Communities to get in touch. If requested, we will contact you within two business days.

## YOUR FEEDBACK

Please complete this form and return to the relevant service, either directly to a staff member or via the on-site feedback boxes.

Please indicate if you would like to be contacted about your feedback  Yes  No

If yes, what is your preferred contact method? \_\_\_\_\_

**Service name** This will ensure that we can direct your comments to the right team.

\_\_\_\_\_

What is your relationship to the service?

Customer  A family member of a customer  A friend of a customer  Advocate

Contractor  Other (please specify) \_\_\_\_\_

**Please outline your feedback or complaint** (please attach a separate sheet if required)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### OPTIONAL

Your name \_\_\_\_\_ Phone number \_\_\_\_\_

Address \_\_\_\_\_

Email \_\_\_\_\_

### Office use only

Date received  By

Referred to (name & position)

Name of Service

Action required? Details

Yes  No