

WE WANT TO HEAR FROM YOU

Everyone has a right to provide feedback, good or bad, about the service they received and their experience.

We love to hear when we have done something well, but also need to know if there are areas we can improve upon.

We take your privacy seriously and all feedback is treated with the utmost confidentiality.

YOUR COMMENTS WILL...

Ensure our staff's efforts are acknowledged, and assist Nunyara to identify areas needing improvement.

WHAT TO EXPECT

Nunyara will send you a confirmation letter or email that we have received, and will take further action about your complaint. The CEO will look into the issues in your complaint and investigate further. You can expect an outcome to your complaint between 7 and 21 days.

TAKING IT FURTHER

We will make every effort to resolve your complaint when you speak to us. However, if you are not happy with the outcome of your complaint, you can lodge a complaint with Health and Community Services Complaints Commissioner (HCSCC) South Australia.

HCSCC is an independent body who provide a fair and accessible process for dealing with complaints

Health and Community Services Complaints Commissioner (HCSCC) South Australia

Telephone: 1800 232 007

Email: info@hcscclsa.gov.au

Post: PO Box 199, Rundle Mall SA 5000

Web: www.hcscclsa.gov.au

For complaints related to the NDIS, you can contact the NDIS Commission

Telephone: 1800 035 544

Web: www.ndiscommission.gov.au



Compliments, Complaints or Suggestions

Nunyara Aboriginal Health Service is committed to providing a high standard of care and meeting patient needs. This is **YOUR** Aboriginal Health Service. If you would like to provide suggestions or feedback, or if you have a complaint about something that isn't quite right, we want to know about it.

HOW TO CONTACT US

Telephone: 8649 9900

Email: admin@nunyara.org.au

Address: P.O Box 2253 Whyalla
Norrie SA 5608

If you would like help to fill in this form please ask one of our friendly staff members.

Date: _____

Which service/area does your feedback relate to?

What would you like to tell us? If you have concerns about a particular event, please tell us what happened, when and where and the staff members involved. Attach extra pages if required

What would you like us to do?

Ways to provide feedback

- Speak directly to our staff
- Hand this form to one of our staff, or place in a Feedback Box in the waiting room
- Post to:
P.O Box 2253 Whyalla
Norrie SA 5608
- Call on 8649 9900
- Email:
admin@nunyara.org.au

If you would like a response to your feedback please provide your name and contact details.

Name _____

Address _____

Phone _____

Email _____