

An illustration of two people interacting with a large smartphone. The phone screen shows a checklist with three items, each marked with a blue square containing a white checkmark. A speech bubble with three dots is positioned next to the second item. The person on the left, a man with dark skin, is pointing at the second item with a red pen. The person on the right, a woman with light skin, is pointing at the speech bubble. The background is a solid blue color with a large, light blue, abstract shape on the left.

Which service/s is your feedback related to? _____

Your Feedback

[illegible]

Name	Date
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Contact email or phone _____

Do you give permission for your feedback to be shared for marketing purposes (e.g. social media, newsletter)? ☐ Yes ☐ No

7

Yes

1

No

Note: only your first name will be included in any shared feedback.

Your feedback matters!

HOW TO PROVIDE FEEDBACK

THIS FORM

Complete this form and return it to Burnie Brae in person or via mail.

CALL US

Voice your feedback by calling our team at **3624 2121**.

ONLINE

Visit our website

burniebrae.org.au/feedback

EMAIL US

Email your feedback to

quality@burniebrae.org.au

We value all feedback, positive or negative. Once received, we'll review it carefully and follow up on any concerns you've raised.

We encourage you to raise any complaints/concerns directly with Burnie Brae. However, you can also contact the following agencies for further support:

Aged Care Quality & Safety Commission

1800 951 822 (free call)

agedcarequality.gov.au/making-complaint

NDIS Quality & Safeguards Commission

1800 035 544

ndiscommission.gov.au/about/complaints

Queensland Government

13QGOV (13 74 68)

qld.gov.au/contact-us/complaints-process

Queensland Human Rights Commission

1300 130 670 | qhrc.qld.gov.au/complaints

Office of the Australian Information Commission

1300 363 992 | enquiries@oaic.gov.au

oaic.gov.au/privacy/privacy-complaints

Need help making a complaint?

If you need support with a complaint or concern, you can reach out to free advocacy services that are here to help:

Aged & Disability Advocacy Australia

3637 6000 or 1800 818 338

adaaustralia.com.au

Older Persons Advocacy Network

1800 700 600

opan.org.au/get-support

If you require an interpreter, you can contact the Translating and Interpreting Service (TIS National) at 131 450 for assistance in your preferred language.