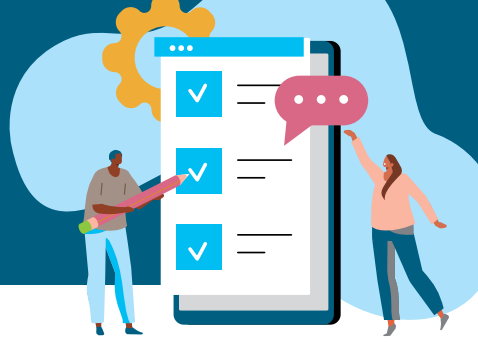


Burnie Brae

We want your feedback!



Here at Burnie Brae, continuous improvement is our goal. Your feedback plays a crucial role in helping us enhance our services. We also love to hear about your positive stories and compliments!

Feedback type: positive negative

Name: _____

Date: _____ **Phone:** _____

Email: _____

Which service/s is your feedback related to?

Your feedback:

Your feedback matters!

WAYS TO PROVIDE FEEDBACK

THIS FORM

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

ONLINE

Visit our website – burniebrae.org.au/feedback

CALL US

Voice your feedback by calling **3624 2121**.

EMAIL US

Email your feedback to enquiries@burniebrae.org.au

We highly value your feedback, whether it's positive or negative. Once we receive it, we will thoroughly review and investigate your input to address any concerns you've raised.

We encourage anyone who has a complaint or concern to address them with Burnie Brae directly, however, at any time, you can take a complaint or concern to the following agencies:

Aged Care Quality & Safety Commission

1800 951 822 (free call) | agedcarequality.gov.au/making-complaint

NDIS Quality and Safeguards Commission

1800 035 544 | ndiscommission.gov.au/about/complaints

Aged & Disability Advocacy Australia

3637 6000 or 1800 818 338 | adaaustralia.com.au

Queensland Government

13QGOV (13 74 68) | complaints.services.qld.gov.au

Queensland Human Rights Commission

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

Office of the Australian Information Commission

1300 363 992 | oaic.gov.au/privacy/privacy-complaints | enquiries@oaic.gov.au