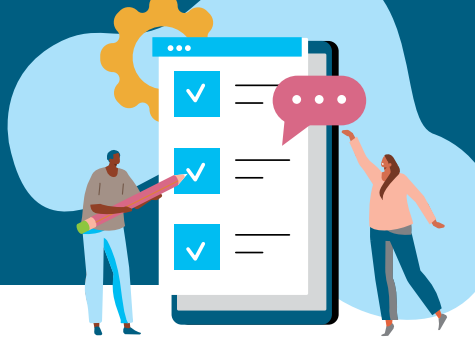


# Burnie Brae

## 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](https://burniebrae.org.au/feedback)

### CALL US

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

### EMAIL US

Email your feedback to [enquiries@burniebrae.org.au](mailto: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](https://agedcarequality.gov.au/making-complaint)

#### **NDIS Quality and Safeguards Commission**

1800 035 544 | [ndiscommission.gov.au/about/complaints](https://ndiscommission.gov.au/about/complaints)

#### **Aged & Disability Advocacy Australia**

3637 6000 or 1800 818 338 | [adaaustralia.com.au](https://adaaustralia.com.au)

#### **Queensland Government**

13QGOV (13 74 68) | [qld.gov.au/contact-us/complaints-process](https://qld.gov.au/contact-us/complaints-process)

#### **Queensland Human Rights Commission**

1300 130 670 | [qhrc.qld.gov.au/complaints](https://qhrc.qld.gov.au/complaints)

#### **Office of the Australian Information Commission**

1300 363 992 | [oaic.gov.au/privacy/privacy-complaints](https://oaic.gov.au/privacy/privacy-complaints) | [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)