

**HOW COULD WE IMPROVE OUR SERVICES?**

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Attach additional sheets if necessary

Complete the section below if you would like us to contact you regarding your feedback.

Name

Phone

Email

**PRIVACY**

If you are concerned about the way we have managed your personal information, you may make a complaint verbally or in writing by setting out the details to our Privacy Officer.

**P** 07 3550 3737  
**E** [privacy.officer@carinity.org.au](mailto:privacy.officer@carinity.org.au)

**CONTACT SENIOR MANAGEMENT**

If your complaint has not been resolved to your satisfaction, you are welcome to contact our senior management team on **07 3550 3737** to discuss further.



**CONTACT US TODAY**

**E** [feedback@carinity.org.au](mailto:feedback@carinity.org.au)  
**W** [Carinity.org.au/feedback](http://Carinity.org.au/feedback)  
**P** 07 3550 3737



**CUSTOMER FEEDBACK**

Carinity welcomes your feedback as an opportunity to improve our services

An outreach of Queensland Baptists



CC010-0323

Thank you for taking the time to share your feedback with us. Your compliments, suggestions and complaints are really important to us.

Our people are our most important asset, and we love to hear when a member of our team has exceeded your expectations. Additionally, suggestions and complaints are just as important as they provide us with the opportunity to improve our services for everyone to enjoy.

There are a number of ways to share your feedback with us. You can speak with a member of staff or the manager, or if you would prefer to put it in writing complete this form, send us an email or letter, or complete our online feedback survey at [Carinity.org.au/feedback](http://Carinity.org.au/feedback).

#### RESOLVING A COMPLAINT

We endeavour to resolve all complaints at the first point of contact. If we are unable to do this we will let you know what is required to reach a solution and keep you informed.

#### ASK FOR A MEDIATOR OR ADVOCATE

If you are having difficulty resolving a problem you may wish to ask for a mediator to facilitate a resolution. The mediator will be appointed by mutual agreement. You may wish to be supported by an advocate or other support person to assist you to raise a complaint with Carinity directly and with external agencies.

#### EXTERNAL COMPLAINT AND ADVOCACY AGENCIES YOU MAY WISH TO CONTACT

##### Office of the Australian Information Commissioner

**P** 1300 363 992  
**E** enquiries@oaic.gov.au

##### Office of Public Guardian: Adults

**P** 1300 653 187  
**E** publicguardian@publicguardian.qld.gov.au  
**W** publicguardian.qld.gov.au

##### Office of Public Guardian: Children

**P** 1800 661 533  
**E** publicguardian@publicguardian.qld.gov.au  
**W** publicguardian.qld.gov.au

##### Children, Youth Justice and Multicultural Affairs

**P** 1800 080 464

##### Non-State Schools Accreditation Board

**P** 07 3513 6773  
**E** admin@nssab.qld.edu.au  
**W** nssab.qld.edu.au

##### Disability and Communities Complaints Unit

**P** 1800 068 908 or 1800 080 464  
**E** feedback@communities.qld.gov.au  
**W** communities.qld.gov.au

##### Office of the Health Ombudsman

**P** 133 646  
**E** complaints@oho.qld.gov.au  
**W** oho.qld.gov.au

##### Anti-Discrimination Commission Queensland

**P** 1300 130 670 or **TTY** 1300 130 680  
**E** enquiries@adcq.qld.gov.au  
**W** adcq.qld.gov.au

##### Australian Human Rights Commission

**P** 1300 656 419  
**E** complaints@humanrights.gov.au  
**W** humanrights.gov.au

##### Centrelink

**P** 132 468  
**W** servicesaustralia.gov.au

##### Fair Work Ombudsman

**P** 13 13 94  
**W** fairwork.gov.au

##### Office of Fair Trading

**P** 13 74 68  
**W** justice.qld.gov.au

##### Queensland Civil and Administrative Tribunal

**P** 1300 753 228  
**E** enquiries@qcat.qld.gov.au  
**W** qcat.qld.gov.au

##### National Disability Insurance Scheme

**P** 1800 800 110  
**E** feedback@ndis.gov.au  
**W** ndis.gov.au/contact/feedback-and-complaints

##### NDIS Quality and Safeguards Commission

**P** 1800 035 544  
**W** ndiscommission.gov.au/contact-us/makeacomplaint

#### WHEN YOU'VE COMPLETED THIS FORM YOU CAN:

- give it to the manager at your service
- place it in the suggestion box
- scan and email to **feedback@carinity.org.au**
- post it to us at:  
Carinity Customer Feedback  
PO Box 6164  
Mitchelton QLD 4053

#### PROVIDING FEEDBACK

Do you have a compliment, suggestion or complaint? At Carinity we welcome all feedback to help us improve our services. Your details will be treated confidentially. Let's get started.

Today's date   /   /

#### WHICH SERVICE DOES YOUR FEEDBACK RELATE TO?

Please tick the box that applies

##### EDUCATION

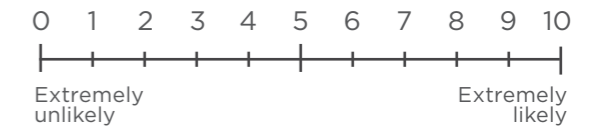
- Gladstone  Rockhampton  
 Glendyne  Shalom  
 Mt Chalmers  Southside  
 Other .....

##### YOUTH, FAMILIES AND CHAPLAINCY

- Bunderra  Orana  
 Chaplaincy  Our House  
 Illoura  On Track  
 Talera  Wahroonga  
 Fassifern Community Centre  
 Youth and Families (Narangba)  
 Family Pathways Program (Talera)

#### HOW LIKELY ARE YOU TO RECOMMEND CARINITY TO YOUR FRIENDS AND FAMILY?

Please circle



#### WHY DID YOU GIVE US THIS RATING?

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