

FEEDBACK & COMPLAINTS

St John Queensland Community Services is committed to delivering safe, respectful and high-quality services. We value all feedback, whether it is a compliment, a complaint, or a suggestion for improvement. Listening to feedback helps us continually improve the way we support you.

If you, your representative, carer or advocate have any concerns about our services, we want to hear from you.

Your rights when making a complaint:

- You have the right to make a complaint at any time without fear of negative consequences.
- Your privacy and confidentiality will be respected at all times.
- You can choose to make a complaint yourself or ask a representative, carer, or advocate to speak on your behalf.
- You have the right to be actively involved in how your complaint is handled and resolved.

Our approach to complaints:

- We will manage all complaints in a way that is fair, respectful and timely.
- If something goes wrong, we are committed to open disclosure, being transparent about what happened, why it happened, and the steps we are taking to prevent it from happening again.
- Wherever possible, we will work with you to achieve a restorative outcome, seeking to repair harm, rebuild trust, and make things right.
- We will support you throughout the process, including providing information about advocacy services if you would like independent support.

How to provide feedback or make a complaint:

- Speak to a staff member or manager, in person or by calling **1300 785 646**
- Email us at **feedback@stjohnqld.com.au**
- Write to us at:
Operations Manager
PO Box 540, Virginia QLD 4014
- Fill out a feedback form, hand it to a staff member or post it back to us
- Use our online form at:
www.stjohnqld.com.au/community-services/compliments-complaints-and-feedback/

External complaint agencies

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your complaint, external assistance is available:

- Aged Care Quality and Safety Commission: phone 1800 951 822 or visit www.agedcarequality.gov.au/making-complaint/lodge-complaint
- Department of Families, Seniors, Disability Services and Child Safety: phone 13 74 68 or visit www.families.qld.gov.au/contact-us/compliments-complaints
- Older Persons Advocacy Network (OPAN): phone 1800 700 600 or visit opan.org.au
- Aged and Disability Advocacy Australia (ADA Australia): phone 1800 818 338 or visit adaaustralia.com.au



St John Queensland Feedback Form

Community Services

Date:

Your relationship to St John Queensland Community Services:

☐ Client ☐ Family/friend ☐ External Agency ☐ Staff/volunteer/student
☐ Appointed Guardian ☐ Other: Please provide details:

What type of feedback are you providing?

☐ Compliment ☐ Complaint ☐ Improvement/suggestion

Do you wish to remain anonymous?

☐ Yes ☐ No. Please provide contact details below:

Name:

Contact number:

Email:

Postal address:

Would you like to be contacted about a resolution? ☐ Yes ☐ No

Preferred contact method: ☐ Phone ☐ In person ☐ Email ☐ Post

Please provide feedback below:

Thank you for your feedback.

Please give this completed form to a St John Queensland staff member or post it to:
St John Queensland - Feedback, PO Box 540, Virginia QLD 4014