

Nunukuwarrin Yunti is the largest Aboriginal community controlled health organisation in South Australia. We offer a wide range of primary health, social & emotional well being, health promotion and health training & development services to Aboriginal and Torres Strait Islander people.

This brochure explains the process for client complaints and feedback at Nunukuwarrin Yunti.

### **TELL US WHAT YOU THINK – WE'RE LISTENING**

We are committed to improving our services to clients, but we know things don't always go the way they should. Here you can find information about how to make a complaint. Your suggestions and compliments are also welcome and can help us to address issues we might not know about and to improve services.

### **HOW DO I MAKE A COMPLAINT?**

- Telephone us – if you don't know who to speak to, ask to speak to a Manager: (08) 8406 1600
- Write to us – if you don't know who to address your complaint to, contact us and we can give you the name of the right person. A Complaints Form is available on our website or by asking us.
- Send to: Nunukuwarrin Yunti of SA Inc., GPO Box 7202 Adelaide SA 5000
- Fax us: (08) 8232 0949
- In person at our Wakefield Street Clinic, Brady Street Clinic, Grand Junction Road and South Terrace Centres.

You can make a complaint yourself or family members, friends or someone else, can make a complaint on your behalf.

Complaints can be made about anything you are not happy with including services you did not receive, services which were not helpful, safety issues, or about the behaviour of our staff.

You can get help from a staff member to make a complaint. Let us know what you need. We can help with paper work or writing your complaint.

You can have a nominated advocate (a support person) to manage the complaint for you and speak on your behalf and attend meetings with you. This can be a friend, family member or someone else.

### **WHO ELSE WILL KNOW ABOUT MY COMPLAINT?**

We will keep information confidential as far as possible and will only discuss the complaint with people who need to know about it.

### **HOW WILL MY COMPLAINT BE HANDLED?**

Some complaints can be sorted out very quickly but others take more time. We will let you know what we are doing about your complaint and how long it will take. We will give you the name and contact number for the person who is managing your complaint.

If we can't sort out your complaint straight away, we will investigate the complaint and do our best to resolve it within 30 days.

We will keep you informed of the progress of your complaint and any decisions that are made will be explained to you.

You will not be disadvantaged or lose access to services because you have made a complaint. You have a right to complain and this is something we take very seriously.

### **WHAT CAN I DO IF I'M NOT SATISFIED?**

If you are not happy with the way your complaint has been handled or wish to appeal the outcome of your complaint, you can ask for the decision to be reviewed by a more senior Manager.

If the complaint cannot be resolved by us, or you wish to appeal the outcome or decision, you can contact the Health & Community Services Complaints Commissioner (HCSCC) directly on (08) 8226 8666, write to them or visit their website [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au) and fill out a complaint form.

If the complaint is made by a student of our Registered Training Organisation, you can contact the Office of the Training Advocate on 1800 006 488 or the National Training Complaints line on 13 38 73.

### **COMPLIMENTS**

We value compliments because they mean you have taken the time to tell us what you think we are doing well. They also give us the opportunity to recognise our staff and reward excellence.

We want to hear from you if you have a compliment about a staff member, a team, a service you received from us, our performance or the way we do our business - in fact, anything at all.

### **SUGGESTIONS**

Your suggestions are important to us because it is your voice. Suggestions and comments give us the opportunity to improve services, do our business differently or improve staff performance.

You can provide compliments or suggestions in writing, in person or by phone. A Feedback Form is available on our website or by asking a staff member.

## **MORE INFORMATION**

You can view or download this brochure, our Complaints Form and Feedback Form from our website.

Go to [www.nunku.org.au](http://www.nunku.org.au) and click on Client Information.

Please contact us and ask to speak to one of our Managers for a copy of our Complaints and Feedback policy and procedure.

### **182-190 Wakefield Street, Adelaide**

Tel: (08) 8406 1600  
Centre Fax: (08) 8232 0949  
Office Hours: Mon-Fri 9.00-5.00pm

### **26-28 Brady St, Elizabeth Downs**

Tel: (08) 8254 5300  
Fax: (08) 8254 9182  
Office Hours: Tues-Fri 9.00-5.00pm

### **Registered Training Organisation, South Terrace Adelaide**

Tel: (08) 81688300  
Fax: (08) 82126777  
Office Hours: Mon-Fri 9.00-5.00pm

## **Nunkuwarrin Yunti Services also available**

### **GP & Clinical Services**

- Multi-team service (Aboriginal Health Workers, Nurses, Doctors)
- Health Checks and Immunisations
- Maternal & Child Care
- Chronic Conditions Management
- Mental Health Services
- Dental Service  
and a range of visiting Specialist Services.

### **Community Health Promotion & Education**

- Harm Minimisation – NUHIT, SOS, No Pulgi
- Tackling Tobacco & Healthy Lifestyles

### **Link-Up SA**

- Family tracing & reunion services to members and families of the Stolen Generations
- Therapeutic Counselling Services

### **People Development Unit**

- RTO – Delivers nationally accredited training at Diploma and Certificate IV level
- Workforce Support Unit – Professional development and support for the statewide Social & Emotional Well Being Workforce

### **Towilla Puruttiappendi (Healing our Spirit)**

- Counselling services and Psychology
- Emergency relief and social health services
- Social Worker/Case Management
- Royal Commission Community based Support Services

# **CLIENT COMPLAINTS, COMPLIMENTS & FEEDBACK**