

Nunkuwarrin 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 Nunkuwarrin 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 the Complaint Form to Nunkuwarrin Yunti of SA Inc.:
 - By Post: GPO Box 7202, Hutt Street, Adelaide SA 5000
 - By Fax: (08) 8232 0949
 - By Email: feedback@nunku.org.au
 - In Person: Place the Complaints Form into the feedback letterbox.

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, in most cases, will do our best to resolve it within 20 working 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 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) on phone (08) 8226 8666 (or 1800 232 007 for country callers), write to them or visit their website www.hcsc.sa.gov.au and fill out a Complaints Form.

If the complaint is made by a student of our Registered Training Organisation, you can contact the Office of the Training Advocate (OTA) on phone 1800 006 488 or visit 55 Currie Street Adelaide SA or contact the Department of Education and Training National Training Complaints Hotline on phone 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 do our business.

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 our performance.

You can provide compliments or suggestions in writing by either placing the Feedback Form in the Feedback Box, or in person or by phone. A Feedback Form is available on our website or by asking us.

MORE INFORMATION

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

CONTACT US AT

182-190 Wakefield Street, Adelaide

Tel: (08) 8406 1600

Fax Clinic: (08) 8223 7658

Fax Centre & Link-Up: (08)
8232 0949

Office Hours:

Mon-Fri 9.00-5.00pm



28-30 Brady St, Elizabeth Downs

Tel: (08) 8254 5300

Fax: (08) 8254 9182

Office Hours:

Tues-Fri 9.00-5.00pm



80 South Terrace, Adelaide

Tel: (08) 8168 8300

Fax: (08) 8212 6777

Office Hours:

Mon-Fri 9.00-5.00pm



94 Grand Junction Road, Kilburn

Tel: (08) 8406 1600

Fax: (08) 8169 7210

Office Hours:

Mon-Fri 9.00-5.00pm



141 Henley Beach Road, Mile End

Tel: (08) 8150 5000

Fax: (08) 8223 7658

Office Hours:

Mon-Fri 9.00-5.00pm



17 Beach Road, Christies Beach

Tel: (08) 8187 3400

Fax: (08) 8187 3480

Office Hours:

Mon-Fri 9.00-5.00pm



CLIENT COMPLAINTS, COMPLIMENTS & FEEDBACK

*Not all services available at all sites, please contact us for more information