

## How can I give feedback to Winanga-Li ACFC?

### You can:

- ✓ Complete and return our feedback surveys when they are given to you by our team members
- ✓ Speak directly to any of our team members
- ✓ Telephone Winanga-Li on 02 6743 0999
- ✓ Email us at [reception@winanga-li.org.au](mailto:reception@winanga-li.org.au)
- ✓ Write to us and either
  - Drop your suggestion, compliment or complaint into our feedback box located in the administration area, or
  - Post it to -  
PO Box 1030 Gunnedah NSW 2380

If you are unsatisfied with how your complaint is being handled you can at any time refer your complaint to the NSW Ombudsman.

NSW Ombudsman information is available by calling the Community Services Intake team on 02 9286 1000 or toll free on 1800 451 524. Further information is available on the NSW Ombudsman website:

<https://www.ombo.nsw.gov.au/complaints/making-a-complaint>

## Winanga-Li ACFC are committed to:

- ✓ Being open and accountable, fair, lawful and reasonable when working with our families and service users
- ✓ Providing high quality services
- 😊 **Compliments** are expressions of satisfaction with, or praise for, our programs, our services, our team members or our performance.
- 😬 **Suggestions** are comments on how we could improve our programs, our services or our performance
- 😡 **Complaints** are expressions of dissatisfaction about our programs, our services, our team members or our performance.

## Do you have a

😊 **Compliment,**

😬 **Suggestion or**

😡 **Complaint?**

Your feedback will help us improve our service.



**Winanga-Li**  
Aboriginal Child & Family Centre

# Your feedback is important to us



Winanga-Li ACFC welcomes your feedback whether it is a compliment or complaint, give us an opportunity to continuously improve our services for you and your family.

Feedback includes compliments, complaints, suggestions or any information about our programs, our services, our team members or our performance.

### 😊 Compliments

If you receive care and attention which you feel deserves complimenting please tell us about it. You can do this in person, by telephone or in writing.

### 😊 Suggestions

If you have any suggestions for how we could improve our programs or service please share your ideas with us.

There may be an additional service, course or program that we could offer to support your needs, let us know how we could help you.

### 😞 Complaints

At Winanga-Li ACFC we take all complaints seriously. We actively encourage your comments and when dealing with your complaint we will:

- ✓ try to make it easy for you to register a complaint
- ✓ aim to resolve the matter quickly
- ✓ ensure you do not feel disadvantaged because you have made a complaint
- ✓ Treat your complaint as confidential. It will only be discussed with the people directly involved.

- ✓ support the involvement of an advocate if you choose to use one
- ✓ try to reach a resolution you are satisfied with

### What can I complain about?

Complaints can be made around a range of issues for example:

- action taken or decisions made by a team member or service
- access to our services
- unsatisfactory service
- unprofessional behaviour
- misuse of information

or any other aspect of Winanga-Li service delivery or a team member you are not satisfied with.

### How do I make a complaint?

#### Step 1 - Sorting it out informally

Many problems can be sorted out quickly and informally by speaking to the team member you are unhappy with. We encourage you to use the informal approach first.

#### Step 2 - Formal Complaints

A formal complaint must be made in writing. You can use the Winanga-Li Complaint Form and simply email to [reception@winanga-li.org.au](mailto:reception@winanga-li.org.au) or drop in or write to us at PO Box 1030 or 12 Hunter Street, Gunnedah 2380.

Make sure you include a description of what happened, the date(s), any telephone calls and/or meetings as well as the outcome you are seeking.

### What happens next?

A formal complaint must be made in writing. You can use the Winanga-Li Complaint Form or simply email or write to us.

Your complaint will be assessed by the Manager of Winanga-Li ACFC. The manager will write to you within five working days to:

- acknowledge your complaint
- outline the next steps in the process
- advise you of the contact person for your complaint

### Step 3 - Still not satisfied.....

#### If you feel:

- uncomfortable talking directly with team members at Winanga-li ACFC or
- your complaint has not been dealt with satisfactorily or
- you are unhappy with the outcome of your complaint

#### You can contact:

Community Program Officer

Community Services / Hunter New England & Central Coast District

NSW Department of Family & Community Services  
Telephone: 02 6773 0343

#### Or

The office of the NSW Ombudsman Community Services Intake team on 02 9286 1000 or toll free on 1800 451 524.