



GALLANG PLACE
 Aboriginal and Torres Strait
 Islander Corporation
 ICN 2076

57 Southgate Avenue
 Cannon Hill Qld 4170
 07 3899 5041

email: reception@gallangplace.org.au
www.gallangplace.org.au

GALLANG PLACE



How to Make a Complaint

At Gallang Place we want to provide the best possible services to you and you can help us!

We need to know what you think are the good and bad things about our service. We need your feedback. If you don't tell us we can't improve our services.

You can let us know what you like by giving compliments verbally or in writing to our staff members or the Gallang Place CEO.

If you are unhappy with the service please take the following steps:

1. First if you are comfortable discuss your concerns with a staff member
2. If you are not satisfied that the matter is resolved, ask to talk to the Supervisor or CEO
3. If you are still not happy, you may write to the Board of Directors and address as follows:

Private and Confidential
 Board of Directors
 Gallang Place
 57 Southgate Ave
 Cannon Hill Qld 4170

4. Finally, if you feel your complaint is still not resolved you may contact:

Dispute Resolution Branch
 Department of Justice and Attorney-General
 GPO Box 149, Brisbane Qld 4001
 Ph 3239 6269 toll free 1800 017 288

At any time in the complaints process you can have a representative or support person involved. This may be a family member, a friend or a professional person of your choosing.

Your concerns will be treated with respect and confidentiality and your complaint will not affect how we work together or your access to our services.



Counselling Support for Aboriginal and Torres Strait Islander People

Our Promise to You



*Safety, Respect,
 Empowerment, Access & Equity,
 Confidentiality & Accountability*

Gallang Place Makes These Promises to You...

To Provide a Safe Place

- ✓ We do everything we can to provide a safe place when we offer support
- ✓ We will strive to make sure you are free from violence or intimidation
- ✓ We will listen to any concerns you have about your safety
- ✓ You can have a family member or friend with you to support you
- ✓ You can say “no” if you don’t agree with a staff member and we will respect that

We will Respect You

- ✓ We will treat you with dignity, respect and sensitivity
- ✓ We will treat you as an individual with your own specific needs
- ✓ We will listen to your views and opinions without judgement
- ✓ We will answer your questions as best we can
- ✓ We will offer you the support you request
- ✓ If you choose to use another service provider, we will help you change



To Offer You Accessible and Equitable Services

- ✓ We will offer professional, experienced and skilled workers to work with you
- ✓ We will offer you a service without discrimination because of your age, gender, sexual preference, marital status, your beliefs or disabilities
- ✓ We will provide information that is easy to understand
- ✓ We will listen to you and do our best to provide the services you need and want

To Listen to You and Act

- ✓ We will listen and act on your constructive feedback on the services you receive
- ✓ We will encourage you to contribute ideas on how we can improve our services
- ✓ You can request to see any records we keep about you
- ✓ If you are unhappy with our services we encourage you to let us know. We will act on all complaints we receive and inform you of the outcomes

To Empower You

- ✓ We will provide you with information that is accurate, timely and relevant
- ✓ We will provide you with information so you can make informed decisions, and allow you enough time to make those decisions
- ✓ We will support you after you make your decision, and allow you to change your mind if you want to

To Keep Your Information Confidential

- ✓ We will explain the confidentiality policy of the service to you
- ✓ We will not share any of your confidential or private information, except where we are required to share information in the following situations:
 - If your safety or the safety of any children or young people, staff members or any other person is at risk
 - If there are allegations of child abuse or neglect
 - If staff reasonably believe that a serious criminal offence has occurred or is likely to occur
- ✓ We will only share information about you with another person or agency if you agree and provide informed consent
- ✓ We will keep all our records about you safe and secure

