

Feedback



We value your feedback, whether it is a compliment, complaint, idea and/or suggestion about our service.

Why give feedback?

Your feedback helps us to know what we are doing well and look at where we need to improve. Your feedback helps us improve services for our community.

Below are the different ways you can give us your feedback:

- Talk to our staff.
- Fill in the form on the back and put it in the feedback box in reception in our office in Herbert Street, The Hub or Port Curtis RnR or give it to one of our staff.
- Fill in and submit the online feedback form at www.gcla.com.au/feedback
- Phone our office on 4972 8855 and ask for the relevant department/manager.
- Email to: feedback@gcla.com.au
- You can use an advocate to assist in providing feedback. An advocate could be a friend, relative or professional advocacy worker.
- Write a letter and post to Feedback, GCLA Office, PO Box 5103, Gladstone, Qld 4680
- If you need an interpreter or further assistance, please let us know.

What happens with your feedback?

We will investigate what you say and respond as soon as possible.

You don't have to tell us your name.

But, if you would like to hear back from us, we will need your name and contact information.

Not happy with our response to your feedback?

You can contact:

GCLA Quality & Compliance Team on 4972 8855 or email: compliance@gcla.com.au	
OR:	
Aged Care Customers	NDIS Customers
Aged and Disability Advocacy Australia (Qld) – phone 1800 818 338	Ombudsman Queensland – phone 1800 068 908 or ombudsman@ombudsman.qld.gov.au
Older Persons Advocacy Network – OPAN – phone 1800 700 600	The NDIS Commission, Phone: 1800 035 544 or completing NDIS online complaints form
Aged Care and Quality Safety Commission, Phone: 1800 951 822 or completing Age Care online complaints form	

FEEDBACK FORM

Date: _____

I am a -

- ☐ Customer
- ☐ Employee
- ☐ Visitor/Family Member or Advocate
- ☐ Other:

- ☐ I have an idea
- ☐ I am happy
- ☐ I am not happy

My Comments are about:

- ☐ GCLA Office
- ☐ Aged Care Services
- ☐ Port Curtis
- ☐ Disability Services
- ☐ Hub Programs
- ☐ Support Coordination
- ☐ Ground Control

Your comments:

What outcome would you like to see?

If you would like to hear back from us, let us know your name and how you would like us to contact you:

Name:

Email, postal address, or phone number: