Feedback, Complaints and Appeals Statement

Your Voice Matters – Help Us Improve & Keep Everyone Safe

Yoorana values feedback, whether it's a compliment, comment, concern, or complaint. Every person who uses, supports, or interacts with our services has the right to be heard, treated with respect, and supported through the process of raising concerns.

We are committed to:

- Listening to you and responding fairly to all feedback in a timely and respectful way.
- Supporting children, young people, families and adults to give feedback and raise concerns safely and easily.
- Handling all complaints in a child-friendly and trauma-informed way, putting the wellbeing and safety of children and young people first.

Who Can Give Feedback or Make a Complaint?

- Anyone engaging with us, including children, young people, parents, carers, guardians, clients, community members, staff, volunteers and partners can provide feedback or make a complaint.
- Children and young people can make a complaint directly or with support from a trusted adult, friend or advocate.

How You Can Provide Feedback or Make a Complaint

You can let us know by:

- Email: admin@yoorana.com.au
- Phone: 07 4122 2218
- In person: Ask to speak with a staff member

If you find it hard to share feedback in writing, you can ask someone you trust to help you tell us in person or over the phone.

What Happens Next?

- We will acknowledge your feedback or complaint within 2 business days.
- We will listen carefully and take your concern seriously.
- We will aim to respond to you within an agreed time, explain what we can do, and keep you updated as we work through the matter.
- We will support you, especially children and young people, to understand the process and what will happen next.

Confidentiality and Privacy

Your personal information will be handled respectfully and securely in line with Australian privacy laws (including the *Privacy Act 1988 (Cth)* and, where applicable, Queensland privacy principles). We will only use your personal information to address your feedback and improve our services.

If you make a complaint on behalf of someone else (including a child), you must have their permission or lawful authority to do so.

Child-Friendly Supports

We want children and young people to feel safe and supported when raising concerns. If you are a child or young person:

- You can tell us what happened in your own words.
- You can ask a trusted adult to help you make a complaint.
- We will use language and explanations that are clear and easy to understand.
- We will never treat you unfairly because you shared your concerns.

What If You Are Not Satisfied With Our Response?

If you are not happy with how we handled your complaint, you can contact an external body for review, such as:

Yoorana Women's Domestic Violence & Resource Service Inc.
PO Box 630, Maryborough Qld 4650
ABN: 40 806 738 400
IA03842

- Funding Department / Department of Families, Seniors, Disability Services and Child Safety– Ph: 1800 080 464 / Email: feedback@families.qld.gov.au
- Office of the Public Guardian – 1800 661 533
- QLD Human Rights Commission – 1300 130 670
- QLD Office of the Information Commissioner – 1800 642 753
- Office of the Australian Information Commissioner – 1300 363 992

Continuous Improvement

We use all feedback, including what we do well and what could be better, to improve our services and keep your safety and wellbeing at the centre of everything we do.

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