

# 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 feedback:

- Talk to our staff
- Fill in the form on the back and put it in the feedback box in reception or give it to our staff
- Fill in and submit the online feedback form at [www.gatewayhealth.org.au](http://www.gatewayhealth.org.au)
- Phone our Quality Improvement Coordinator on 0419 566 477
- Email [feedback@gatewayhealth.org.au](mailto:feedback@gatewayhealth.org.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 send it by post to: Quality Improvement Coordinator  
Gateway Health, 155 High Street,  
Wodonga, Vic, 3690

## What happens with your feedback?

We will look into what you say and respond within 30 days.

## You don't have to tell us your name

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:

Gateway Health Quality Improvement Coordinator, Phone: 0419 566 477

Health Complaints Commissioner Victoria, Phone: 1300 528 113

Health Care Complaints Commission NSW, Phone: 1800 083 159

Mental Health Complaints Commissioner, VIC Phone: 1800 246 054

Commissioner for Privacy and Data Protection Victoria, Phone: 1300 666 444

Disability Services Commissioner Victoria, Phone: 1800 677 342

Aged Care and Quality Safety Commission, Phone: 1800 951 822

# Feedback form

I have an idea

I am happy

I am not happy

My comments are about:

Gateway Health building

Service used

Staff member

Other

**Date:** \_\_\_\_\_

**Your comments:**

---

---

---

---

---

---

---

---

---

---

---

---

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

**Name:** \_\_\_\_\_

**Address or phone number or email:**

---

---

I need an interpreter, my language is \_\_\_\_\_