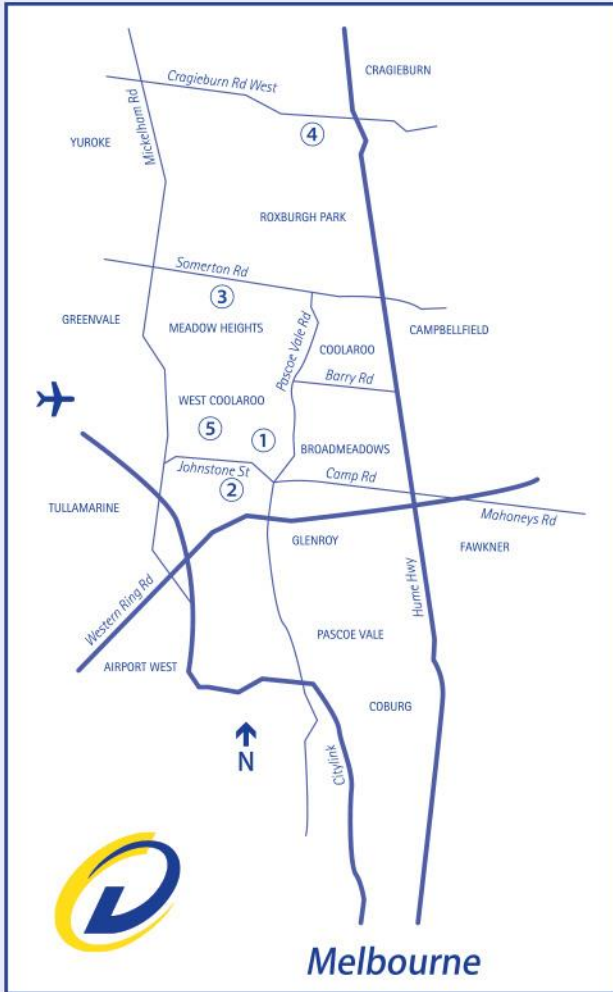


Your Local Dianella Centre



- ① Hume GP Super Clinic
42-48 Coleraine St, Broadmeadows
Phone (03) 8301 8888
- ② Dianella Dental Services
35 Johnstone St, Broadmeadows
Phone (03) 8345 5410
- ③ Dianella Community Health
21-27 Hudson Circ, Meadow Heights
Phone (03) 9302 8888

- ④ Dianella Community Health
55 Craigieburn Road, Craigieburn
Phone (03) 9308 1222
Dental Services (Craigieburn Clinic)
Phone (03) 9303 0571
- ⑤ Broad Insight Group (BIG)
Cnr. Rosebud Crescent &
Sorrento Street, Broadmeadows
Phone (03) 9309 9200

How to provide us with your feedback

Complete this form and send to Dianella in one of the following ways:

1. Place it in the Feedback and Suggestions Box at each site
2. Hand it to any staff member at any site
3. Mail to Quality & Governance
PO Box 197 Glenroy 3046
4. Fax: 03 9309 5653 or email:
feedback@dianella.org.au
5. Speak to a staff member or the manager of the relevant service

If you haven't had a response to your feedback or your issue is NOT resolved to your satisfaction you can:

Write to the:
Chief Executive Officer
Dianella Community Health
PO Box 197 Glenroy 3046

or

Health Services Commissioner
30th floor, 570 Bourke St,
Melbourne 3000
Phone 1800 136 066

www.dianella.org.au

Email: info@dianella.org.au



Client Feedback Form

Our Vision

"We share a vision of health, wellbeing, equity and quality of life for all in a community which is empowered, has opportunities, is caring and works together."

GÖRÜŞLERİNİZE AÇIĞIZ

Our mission at Dianella is to provide all our clients with excellent and accessible programs and services to promote health, wellbeing and quality of life in partnership with our community. Client feedback is very important as it assists to achieve this endeavour.

When you complete this form, please place it in the Feedback Box provided at each site, hand it to any staff member at any site or mail/fax/email it to us at your convenience. Details are at the back of this form.

If you want a response or if you want to speak to someone about your feedback please make sure you leave us with your details. It's important to note that complainants will not be disadvantaged in any way for making a complaint. Your privacy will be protected at all times.

We really value your feedback and appreciate the time you have taken to assist us in improving our services.

If you require assistance to complete this form in English, please ask your interpreter and/or a staff member to assist you with completing this form.

İngilizce olarak, bu formu doldurmakta yardıma ihtiyacınız varsa, tercümandan ve / veya ofis personelimizden yardım isteyebilirsiniz.

إذا كنتم بحاجة إلى المساعدة في ملء هذه الاستمارة باللغة الإنجليزية، الرجاء طلب ذلك من المترجم و/أو من أحد الموظفين، كما نساعدكم في إكمال ملء الاستمارة

WE WELCOME YOUR FEEDBACK

نرحب بملاحظاتكم حول خدماتنا

CLIENT COMMENTS COMPLAINTS & COMPLIMENTS

Please tick the site you attended:

- Broadmeadows Craigieburn Meadow Heights
 Community Mental Health Broad Insight Group

Your comment/complaint/compliment

Do you have any suggestions on how we can do things better at Dianella?

You are a Client Carer/family/friend Visitor

Please give us your contact details if you would like a response:

NAME _____ PHONE _____

ADDRESS _____

EMAIL _____

Office Use Only

Received by _____

Date _____

Are you an employee completing this form on behalf of a client? Yes / No

If yes, name: _____ Date _____

PHONE ON SITE HOME VISIT OFF SITE

Did you receive assistance from an interpreter? Yes / No

Action taken by the Quality Directorate/Manager _____