

HOW YOU CAN PROVIDE FEEDBACK

At Gunida Gunyah Aboriginal Corporation, your voice matters. We welcome your feedback—whether it's about a positive experience or how we can improve our services.

We also want to hear from you if you are unhappy with a service or feel you have not been treated fairly or reasonably, either by us or someone delivering services on our behalf.

You can share your feedback in the following ways:

✅ Complete our Client Feedback Survey

🗣️ Talk directly to a staff member or volunteer

📞 Ask to speak with a more senior staff member

📧 Use the Suggestion Box

✉️ Email: admin@gunidagunyah.com.au

🏠 Visit or post to: Gunida Gunyah Aboriginal Corporation, 167–169 Conadilly Street, Gunnedah NSW 2380 / PO Box 439, Gunnedah NSW 2380



HOW WE MANAGE COMPLAINTS

At Gunida Gunyah Aboriginal Corporation, we aim to resolve complaints openly, honestly, and quickly.

We will acknowledge your complaint and provide a response within 7 working days

If you are not satisfied with the outcome, you can contact our Head Office:

📞 Phone: (02) 6742 7038

✉️ Email: admin@gunidagunyah.com.au

If you are still not happy with the result or wish to speak to someone outside our organisation, you can contact the NSW Ombudsman:

📞 Phone: 1800 451 524

🌐 Website: www.ombo.nsw.gov.au



 **GUNIDA GUNYAH**
ABORIGINAL CORPORATION



CLIENT SERVICE CHARTER

**STRONG SERVICES, STRONG
COMMUNITY, STRONG
CULTURE.**

THIS CLIENT SERVICE CHARTER EXPLAINS:

- ✓ Your rights
- ✓ How you will be treated
- ✓ What you can expect from us
- ✓ Your responsibilities
- ✓ How to give feedback on any part of our service



All clients will be made aware of this Charter during their initial assessment, and a hard copy will be provided when engaging services with Gunida Gunyah Aboriginal Corporation.

We are committed to transparency, respect, and culturally safe care.

ABOUT US

Welcome to Gunida Gunyah Aboriginal Corporation. We are committed to supporting Aboriginal people and the wider community by delivering:

- ✓ Meaningful programs
- ✓ Responsive community services
- ✓ Safe and affordable housing options

Find out more:

Website: www.ggachub.com.au

Facebook: Gunida Gunyah Aboriginal Corporation

Visit us:

167–169 Conadilly Street, Gunnedah NSW 2380

Opening Hours: 9:00am – 4:00pm (Monday to Friday)



HOW YOU CAN PARTICIPATE IN YOUR SERVICES



At Gunida Gunyah Aboriginal Corporation, we encourage clients to actively participate in our services and make informed choices about the support they receive.

☞ You are encouraged to be involved in decisions about your care and services.

📖 We will make sure you understand what services are available and how they work.

🌍 We respect cultural and language needs, and can provide:

- Interpreters
- Advocates
- Information in community languages
- Culturally safe approaches and support

CLIENT SERVICE COMMITMENT

Gunida Gunyah Aboriginal Corporation is committed to walking alongside you with respect, dignity, and cultural understanding. We deliver services that are safe, supportive, and responsive to your needs.

When you engage with us, you can expect to be treated with fairness and respect, receive clear information, have your rights and privacy protected, be involved in decision-making, and have access to safe, inclusive services.

We welcome your feedback and are committed to handling complaints promptly and fairly.



OUR GOAL IS TO WALK ALONGSIDE YOU, ENSURING YOUR VOICE IS HEARD, YOUR CHOICES ARE RESPECTED, AND YOUR NEEDS ARE MET IN A WAY THAT'S RIGHT FOR YOU.

HOW YOU CAN HELP US

At Gunida Gunyah Aboriginal Corporation, we believe in working together to create safe, respectful, and effective services.

You can help us provide a high-quality service when you (or your support person):

✓ Give us accurate and complete information about your situation

☎ Let us know if your circumstances change or if you can't keep an appointment

☞ Treat staff, volunteers, and other clients with respect and kindness

🗣 Share your feedback—tell us what's working and how we can improve

👣 Actively participate in the program you are accepted into

☞ Respect our non-violence policy

🚫 Do not attend appointments under the influence of drugs or alcohol

Together, we can build a safe and supportive environment for everyone.