

# Feedback Form

*We welcome all feedback - whether you want to give a compliment, make a complaint, or share a comment.  
Your feedback ensures the services we provide clients and residents are of the highest quality possible.*

## What type of feedback do you wish to share?

- General feedback     Complaint     Compliment

## Please tell us your relationship to Windana (optional)

Your name:

Past or present Windana client/resident

Friend or family member of a client/resident    Client/resident's name:

Other (please specify):

Prefer not to say

**If you would like us to contact you to discuss your feedback, please add your phone number or email address to the box below and we will be in touch within three business days.**

## Which program/service does your feedback relate to?

- Maryknoll Therapeutic Community     Grampians Therapeutic Community     Barwon Therapeutic Community  
 SECADA     Adult Residential Withdrawal     Non-Residential Withdrawal  
 Alma Road Community Clinic     Dandenong Windana Youth Community House     Other:

## Please share your feedback below

*If you need more space, please continue over the page.*

[Empty box for form content]

**Ways you can submit this form:**

- 1. Hand it to a Windana staff member.
- 2. Email to [feedback@windana.org.au](mailto:feedback@windana.org.au)
- 3. Post it to:

Windana  
Attn: Quality Coordinator  
Boonwurrung Country  
Level 1, 47 Wellington St  
St Kilda Victoria 3182



Your personal information will remain confidential in accordance with all relevant government Acts and Windana policies.

If you are not satisfied with the way we have handled a complaint, you can find more information about your options or lodge a complaint with the Health Complaints Commissioner at: [www.hcc.vic.gov.au/about-complaints](http://www.hcc.vic.gov.au/about-complaints)

*24-hour support lines:*

Lifeline	PH: 13 11 14
DirectLine	PH: 1800 888 236
SuicideLine	PH: 1300 651 251