IT'S OKAY TO ASK FOR HELP

If something is worrying you or you just need someone to talk to, you are not alone.

YOU CAN...

- Talk to a Trusted Adult
- Speak with an Elder
- Contact a Kurbingui Worker
- Use the Support Services Below

HELP IS ALWAYS HERE

KIDS HELP LINE

1800 55 1800

24/7 counselling and support for young people.

EMERGENCY

000

For emergencies always call 000.

OUR PROMISE TO YOU

We promise to:

- ✓ Listen to you.
- ✓ Respect you.
- ✓ Keep you Safe.
- ✓ Support you.

Your Voice Matters & Your Culture Matters.



Office Hours

Monday 9:00 am – 5:00 pm
Tuesday 9:00 am – 5:00 pm
Wednesday 9:00 am – 5:00 pm
Thursday 9:00 am – 5:00 pm
Friday 9:00 am – 5:00 pm

*After Hours by Appointment Only.

Contact Us

425 Zillmere Road, Zillmere QLD 4034

(07) 3156 4800

feedback@kurbingui.org.au

www.kurbingui.org.au

FOLLOW US ON SOCIALS!

Kurbingui

youth & family development



Your Voice Matters

CHILD FEEDBACK

(5-12)

A safe space for children and young people to share ideas, ask questions and help us grow.

WE WANT TO HEAR FROM YOU!

At Kurbingui, we listen to children and young people. Your ideas, opinions and experiences help us make our programs and services better and safer for everyone.

YOU CAN TELL US ABOUT...

- What You Like About Our Programs
- What We Can Do Better
- What You Would Like To See More Of
- If Something Is Worrying You

YOU CAN BE...

NOMINATED

You tell us your name and we can contact you back.

ANONYMOUS

You don't have to give your name if you don't want to.

IT'S OKAY TO SPEAK UP

Your voice is important.
There is always someone who will listen and help.

There are also other people you can talk to about your experiences at Kurbingui, such as:

- The Government Department that funds the Kurbingui service you access.
- The Queensland Human Rights Commission.

HOW TO SHARE YOUR FEEDBACK

1. USE THE FEEDBACK FORM

Fill in the feedback form on the back of this brochure and give it to a Kurbingui worker.

2. TALK TO SOMEONE

You can talk to a Kurbingui worker, adult or someone you trust.

3. DROP IT IN THE BOX

Put your feedback form in the Feedback Box at any of our office locations.

4. CALL US

You can Call Us on:

(07) 3156 4800

5. EMAIL US

You can Email Us at:

feedback@kurbingui.org.au

WHAT HAPPENS NEXT?

- We read all feedback.
- We use your ideas to improve our services.
- If you give us your name, we will let you know what happens (if you want us to).

FEEDBACK FORM

At Kurbingui Youth & Family Development, we are always looking for ways to improve our services and support for you and your family.

Your Feedback helps us Grow, Learn and Do Better.

Name (optional): _____ Date: _____

My Age Is: _____

1 Today I Came To:

☐ A Kurbingui Program ☐ An Activity ☐ A Community Event

Other: _____

2 How Did You Feel Today?

Loved It	Happy	It Was Ok	I didn't enjoy it	I Was Unhappy
☐	☐	☐	☐	☐

3 At Kurbingui...

- ☐ People were kind to me.
- ☐ I Felt Safe.
- ☐ I Made New Friends.
- ☐ I Had Fun.
- ☐ Someone Listened to me.
- ☐ I Learned Something New.
- ☐ I Felt Included.
- ☐ Staff Helped Me When I Needed It.

4 What Was The BEST Part?

_____

_____

_____

5 What Can We Do Better?

_____

_____

_____

Kurbingui is committed to the safety and wellbeing of children and young people through the implementation of the Queensland Child Safe Standards, including the Universal Principle, and the National Principles for Child Safe Organisations.