Your Voice Matters

We want to hear from YOU! Your feedback helps us make our programs, activities and services better for young people.

No matter how big or small, your voice can help make positive change.

WHAT CAN YOU TELL US?

What You Like
What's working well?

Ideas & Suggestions
What could we do better?

Questions
Need more information?

Concerns or Problems
Something not right?

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



Feedback & Suggestions

Young Person (13-18)

Your Voice. Your Experience. Our Future.

WE WANT TO HEAR FROM YOU!

Your voice is important. By sharing your thoughts and ideas, you help us create better programs, activities and support for young people like you.

YOU CAN GIVE FEEDBACK ON

PROGRAMS & ACTIVITIES
What you enjoy and what we could do better.

STAFF & SUPPORT
How we can support you better.

FACILITIES & SPACES
The places where we run our programs.

COMMUNICATION
How we can keep you better informed and involved.

IDEAS & SUGGESTIONS
Your ideas for new activities or opportunities.

WHY YOUR FEEDBACK MATTERS

- It helps us understand what's working and what's not.
- It helps us create safe, fun and meaningful programs.
- It makes sure young people's voices are heard.
- It helps us support more young people in our community.

HOW TO SHARE YOUR FEEDBACK

IN PERSON
Hand this form to any Kurbingui staff member.

FEEDBACK BOX
Place your form in any of our feedback boxes at our offices.

CALL US
(07) 3156 4800

EMAIL US
feedback@kurbingui.org.au

WHAT HAPPENS NEXT?

WE LISTEN
We read and listen to all feedback we receive.

WE LOOK INTO IT
We review your feedback and look at how we can improve.

WE TAKE ACTION
We make changes and improve our programs and services.

WE LET YOU KNOW
We share updates about the changes we make.

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.

YOUR FEEDBACK

You can fill this out and give it to a staff member or drop it in the feedback box.

Your Feedback helps us Grow, Learn and Do Better.

About You (optional)

Name: _____ **Date:** _____

Age: ☐ 13 ☐ 14 ☐ 15 ☐ 16 ☐ 17 ☐ 18

Preferred Contact Method:

☐ Phone ☐ Email ☐ In Person ☐ No Thanks

Phone: _____

Email: _____

Your Feedback

What did you like?

_____
_____
_____

What could be better?

_____
_____
_____

Do you have any ideas or suggestions?

_____
_____
_____

Is there anything else you would like to tell us?

_____
_____
_____

Would you like a staff member to contact you about your feedback?

☐ Yes ☐ No

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.