

About Kurbingui

Kurbingui Youth and Family Development is a not-for-profit organisation dedicated to supporting Aboriginal and Torres Strait Islander Children, Young People, Individuals, Families and Communities across South East Queensland.

Since 2001, Kurbingui has delivered a diverse range of Culturally Responsive Programs and Services that Strengthen Families, Support Wellbeing, Create Opportunities and Empower Individuals to Achieve Their Goals.

Through a Strong Commitment to Culture, Community and Collaboration, we work alongside people at every stage of life to Build Positive Outcomes and Stronger Futures.

Our Services focus on Early Intervention, Family Support, Youth Development, Disability Support, Education, Employment Pathways, Cultural Engagement and Community Wellbeing.

We recognise the importance of culture, connection and community in creating lasting change and supporting people to thrive.



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

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Kurbingui

youth & family development



Feedback, Compliments and Complaints

"Listening, Learning and Improving Together"

At Kurbingui Youth and Family Development, we are committed to providing safe, respectful and culturally responsive services to Aboriginal and Torres Strait Islander children, young people, individuals, families and communities across South East Queensland.

Your feedback helps us celebrate what we're doing well, improve our services and ensure every person who engages with Kurbingui feels heard, respected and valued.

Whether you have a compliment, suggestion or complaint, we encourage you to share your experience with us.

Who Can Provide Feedback?

Anyone Can Provide Feedback about Our Services including:

- ✓ Clients and Participants.
- ✓ Families and Carers.
- ✓ Community Members.
- ✓ Elders.
- ✓ Referrers and Partner Organisations.
- ✓ Staff and Volunteers.
- ✓ Advocates or Support People Acting on Your Behalf.

You may provide your name and contact details, or you may remain anonymous. Please note that anonymous feedback may limit our ability to respond directly to you.

Our Commitment to You

When you contact us, we will:

- ✓ Listen Respectfully.
- ✓ Treat Your Information Confidentially.
- ✓ Investigate Concerns Fairly.
- ✓ Keep you Informed throughout the Process.
- ✓ Explain the Outcome and any Actions Taken.

Ways You Can Share Your Voice

Compliments

We love hearing when we've made a positive difference.

Your compliments recognise the dedication of our staff and help us celebrate great outcomes across our organisation.

Feedback & Suggestions

Your ideas help us improve.

Feedback can include suggestions, ideas or concerns about how we deliver our services and support our community.

Complaints

If something hasn't gone the way it should, we want to know.

We take every complaint seriously and are committed to resolving issues fairly, respectfully and as quickly as possible.

Making a complaint will never affect your access to Kurbingui services.

How to Provide Feedback or Make a Complaint

You can contact us by:

- ✓ Speaking with a Kurbingui Staff Member.
- ✓ Asking a family member, support person or advocate to contact us for you.
- ✓ Calling: **(07) 3156 4800**
- ✓ Completing our online Feedback & Complaints Form.
- ✓ Scanning the QR Code at the back of this brochure.
- ✓ Emailing or returning the completed form to one of our offices to: **feedback@kurbingui.org.au**

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.

If You're Not Satisfied

If you are unhappy with the outcome of your complaint, you can request that it be reviewed by a Senior Manager, the CEO or the Chairperson.

If your concern cannot be resolved internally, you also have the right to contact an independent external organisation.

External Complaint Options

Depending on the nature of your concern, you may contact:

Queensland Ombudsman

Phone: (07) 3005 7000

Website: www.ombudsman.qld.gov.au

Queensland Human Rights Commission

If you have not received a response to a complaint you made to us about human rights after 45 days or you are not satisfied with our response.

Phone: 1300 130 670

Website: www.qhrc.qld.gov.au

Office of the Information Commissioner Queensland

If you have not received a response to a complaint about privacy from us after 45 days or you are not satisfied with our response.

Phone: 1800 642 753

Website: www.oic.qld.gov.au

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

Department of Families, Seniors, Disability Services and Child Safety

Phone: 13 QGOV (13 74 68)

Website: www.families.qld.gov.au

Department of Justice and Victim Support

Phone: 13 QGOV (13 74 68)

Website: www.youthjustice.qld.gov.au

Queensland Police Service

Phone: 000

Website: www.police.qld.gov.au