

3.13 Sexual Health and Family Planning ACT

Giving us
feedback



How to give us feedback



Policy

This book is a policy book.

This is a type of information document.

Policy documents tell you the rules we follow to keep you safe.

You can ask for help if you do not understand this information.

Hard words

This policy has some hard words.

The first time we write a hard word

- the word is in **blue**
- we will write what the hard word means.

About this policy

This policy is written by Sexual Health and Family Planning ACT.

We say SHFPACT for short.

If words are **written in green**, it will link you to the document mentioned when you click it.

This policy helps you know how to give us **feedback**.

- Feedback means telling someone if you are happy or unhappy about their service.

You can also tell them if something ok or not ok happens.

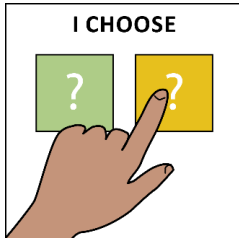


If you give feedback

When you give feedback you can tell us what you think about

- SHFPACT
- SHFPACT's services
- the support you received
- SHFPACT staff

You do not have to give feedback.



It is your choice.



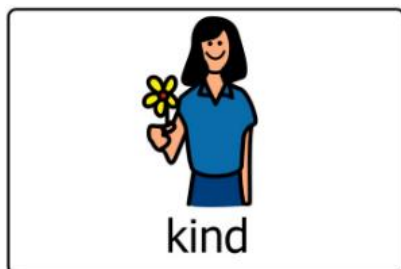
You can tell us you were happy with the support or service you received.

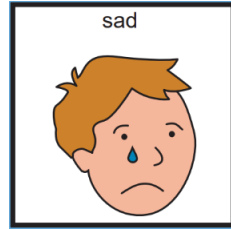
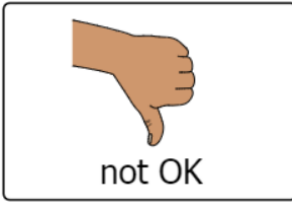
This is called **positive feedback**.

You can tell us why you were happy.

For example

- you were given a helping hand
- you learned something new
- staff were kind





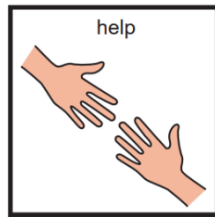
Complaints

If something not ok happens or you were sad, you can make a

complaint.

A **complaint** is a type of feedback about when

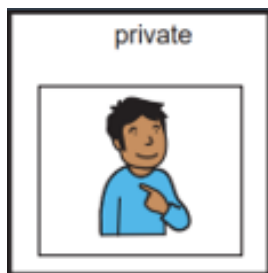
- you are sad or angry, and
- you tell someone the reason



You can ask SHFPACT staff or one of my OK Helpers to help you make a complaint.

We will keep your **privacy** when you make a complaint.

Privacy means we will not tell people outside of SHFPACT about it unless we have to.



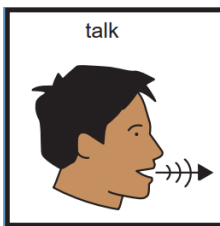
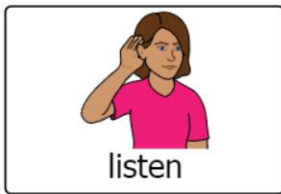
You can make a complaint about anything that happened that was not ok or made you sad or angry.

For example

- You were not given a helping hand
- someone hurt you
- you did not feel safe.



When you make a complaint, we will tell you how we will fix the problem.



SHFPACT will

- listen to you
- talk to you
- write to you.

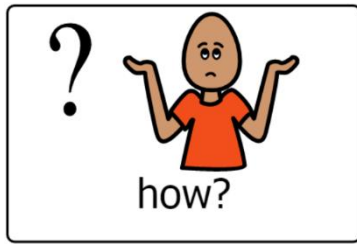


If you make a complaint about a staff member, they will not be the person who will talk or write to you.



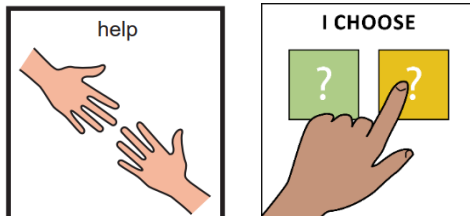
A different staff member will talk or write to you.

We want you to feel safe.



How to give feedback

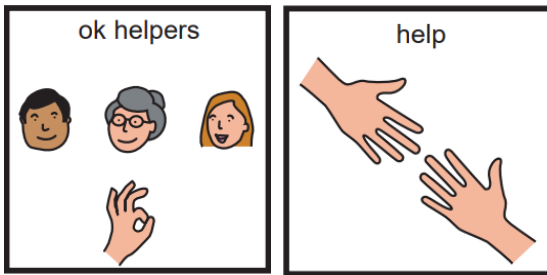
There are lots of ways to give feedback.



To help decide if you want to give feedback you can use [the SHFPACT Feedback Decision Making Tree](#).

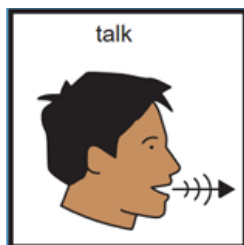


You can give feedback in a language or communication system you use.

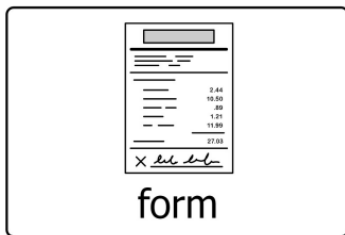


You can also ask someone to help you give feedback.

You can give us feedback in lots of ways.



- You can talk to us.
- You can call us on 02 6247 3077.

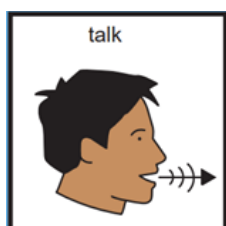
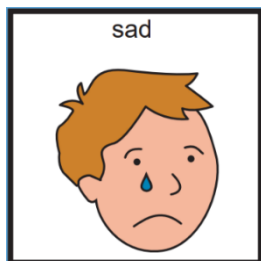


- You can send an email to shfpact@shfpact.org.au
- You can complete [a survey](#) on your smart phone.
- You can use a [feedback form](#).
- Or you can write a letter to
SHFPACT Feedback
GPO Box 1317
Canberra ACT 2601

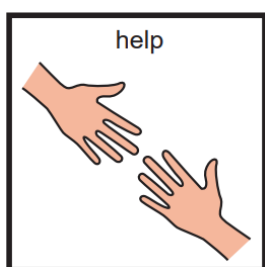
Here is [a letter template](#).

What to do if you are unhappy

If you still feel sad or angry after you gave us feedback, you can talk to other people.



You can talk to the Human Rights Commission or the NDIS Commission.



We can help you talk to the Human Rights Commission or the NDIS Commission.



ACT HUMAN RIGHTS
COMMISSION



How to talk to the Human Rights Commission

You can talk to the Human Rights Commission

- on to their website

www.hrc.act.gov.au/complaints

- on the phone at
02 6205 2222.

- or send them an email to
HRCIntake@act.gov.au



How to talk to the NDIS

You can talk to the NDIS

Commission

- on their website

[www.ndiscommission.g](http://www.ndiscommission.gov.au)

[ov.au](http://www.ndiscommission.gov.au)

- on the phone

1800 035 544

- or on the teletypewriter

(TTY) number 133 677.

Version Control

Policy name	3.13 Feedback Policy (Easy English)		
Policy location	SHFPACT SharePoint		
Policy version	v1.0 2024		
Policy application	All staff, All Council		
Policy approval date	November 21, 2024		
Policy review date	November 2027		
Policy and resource links	SHFPACT Feedback policy SHFPACT Quality Improvement policy SHFPACT Code of Conduct		
Version	Date	Author	Description
0.1	v2015-1	SHFPACT	
1.0	21/11/24	SHFPACT	ED Approved