



Complaints and Feedback

We want to hear from you.



It is OK to speak up

You can tell us what is working well, what is not working, or if something worries you.

What this means for you

You will not get into trouble for speaking up.



What can I complain about?

You can complain about a support, a worker, communication, a service, a bill or invoice, or anything else that worries you.

What this means for you

We will listen to your concerns.



Who can help me?

A family member, friend, advocate or another trusted person can help you.

What this means for you

You do not have to do it alone.



What will Emily's Hope do?

We will listen, record your concern, look into what happened, and talk with you about the outcome.

What this means for you

We want to work with you to find a solution.



Your privacy

We will keep your information private. We only share it when you agree, to keep someone safe, or when the law requires it.

What this means for you

We will treat your concern respectfully.



Contact us

Call Emily's Hope to give feedback, ask a question, raise a concern or make a complaint.

What this means for you

(07) 3155 6559 | (07) 4426 8700