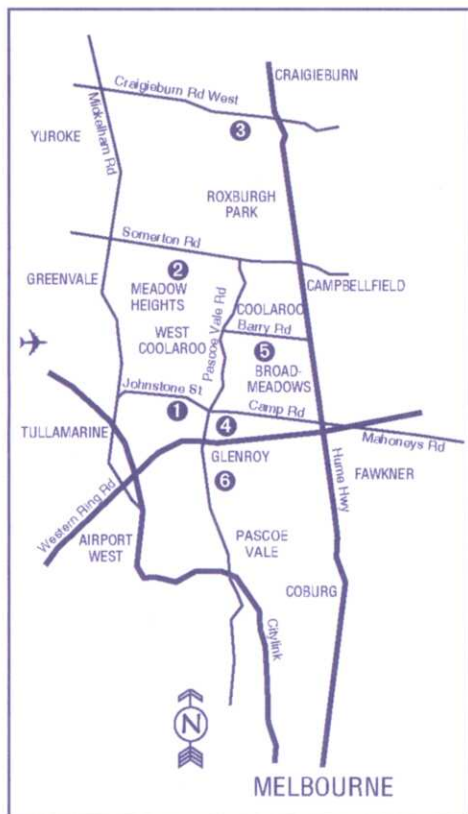


## Map & Key to Service Locations



- 1 **Dianella Community Health**  
35 Johnstone Street, Broadmeadows, 3047
- 2 **Dianella Community Health**  
21-27 Hudson Circuit, Meadow Heights, 3048
- 3 **Dianella Community Health**  
55 Craigieburn Road, Craigieburn, 3064
- 4 **Dianella Community Health**  
**Finchley Support Services**  
393 Camp Road, Broadmeadows, 3047
- 5 **Dianella Community Health**  
**Lynda Blundell Centre**  
Blair Street, Dallas, 3047
- 6 **Dianella Community Health**  
**Multicultural Health Resource Centre**  
175 Glenroy Road, Glenroy, 3046



**How to provide us with your feedback?**  
Complete this form & send to Dianella in one of the following ways:  
- Place it in Comments, Complaints & Compliments Box at each site  
- Hand it to any staff member at any site  
- Mail to Quality & Governance Directorate  
PO Box 197, Glenroy 3046  
- Fax: 03 9306 5644 or email: [complaints@dianella.org.au](mailto:complaints@dianella.org.au)  
Or tell a staff member or the manager of the relevant service

If you haven't had a response to your feedback or if your issue is NOT resolved to your satisfaction, you can also:  
Write to the Chief Executive Officer - Dianella Community Health  
or Write to the Health Services Commissioner - 30th floor, 570 Bourke St, Melbourne 3000 or phone 1800 136 066.

### Contact details for

## Dianella Community Health

Broadmeadows	Ph: 8345 5678
Meadow Heights	Ph: 9302 8888
Craigieburn	Ph: 9308 1222
Finchley	Ph: 9309 8784
Lynda Blundell Centre	Ph: 9302 4327
Multicultural Health Resource Centre	Ph: 9306 5611

[www.dianella.org.au](http://www.dianella.org.au)

Email: [info@dianella.org.au](mailto:info@dianella.org.au)



## CLIENT COMMENTS, COMPLAINTS & COMPLIMENTS

MÜSTERİ GÖRÜŞ,  
ŞİKÂYET  
& KOMPLİMANLARI

ملاحظات الزبائن  
وشكاوهم أو مدحهم  
للخدمات



## GÖRÜŞLERİNİZE AÇIĞIZ

Our mission at Dianella is to provide all our clients with excellent and accessible programs and services to promote health, wellbeing and quality of life in partnership with our community. Client feedback is very important as it assists to achieve this endeavour.

When you complete this form, please place it in the Comments, Complaints and Compliments Boxes provided at each site, hand it to any staff member at any site or mail/fax/email it to us at your convenience. Details are at the back of this form.

If you want a response or if you want to speak to some one about your feedback please make sure you leave us with your details. It's important to note that complainants will not be disadvantaged in any way for making a complaint. Your privacy will be protected at all times.

We really value your feedback and appreciate the time you have taken to assist us in improving our services.

If you require assistance to complete this form in English, please ask your interpreter and/or a staff member to assist you with completing this form.

İngilizce olarak, bu formu doldurmakta yardıma ihtiyacınız varsa, tercümandan ve / veya ofis personelimizden yardım isteyebilirsiniz.

إذا كنتم بحاجة إلى المساعدة في ملء هذه الاستمارة باللغة الإنجليزية، الرجاء طلب ذلك من المترجم و/أو من أحد الموظفين كي يساعدكم في إكمال ملء الاستمارة.

## WE WELCOME YOUR FEEDBACK

## نرحب بملاحظاتكم حول خدماتنا

### CLIENT COMMENTS, COMPLAINTS & COMPLIMENTS FORM

Please tick the site you attended

Broadmeadows  Meadow Heights  Craigieburn  Glenroy   
Mental Health Rehabilitation Service  Lynda Blundell

Home Visit

Your comment/complaint/compliment

---

---

---

---

---

---

---

Do you have any suggestions for how we can do things better at Dianella?

---

---

---

---

You are a Client  Carer/family/friend  Visitor

You can give us your contact details if you would like a response:

Name \_\_\_\_\_ Phone \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_ Email \_\_\_\_\_

#### Office Use Only

Are you an employee completing this form on behalf of a client? Yes / No

If yes, name: \_\_\_\_\_ Date \_\_\_\_\_

Received by \_\_\_\_\_

Date \_\_\_\_\_

Phone  On Site  Home Visit  Off site

Did you receive assistance from an interpreter? Yes / No

Action taken by the Quality Directorate/Manager \_\_\_\_\_