



Resources and Help

If you have a hearing impairment call the [National Relay Service](#) phone: 1800 555 677

For an interpreter, call the [Translating & Interpreting Service](#) on 131 450

To complain about Disability Employment Services (DES) contact the [Complaints Resolution Service](#) phone: 1800 880 052 or the [Department of Social Services](#) phone: 1800 634 035

[Australian Human Rights Commission](#) phone: 1300 656 419

[Department of Child Safety, Youth and Women](#) phone: 1800 080 464

[Department of Communities, Disability Services and Seniors](#) phone: 1800 080 464 or feedback@communities.qld.gov.au

[Queensland Ombudsman](#) phone: 1800 068 908

To find an advocate call [Queensland Advocacy Incorporated](#) ph: 1300 130 582

To report suspected fraud call the [NDIS Fraud Hotline](#) ph: 1800 650 717

To report the suspected abuse or neglect of a person with a disability call the [National Disability and Abuse Hotline](#) phone: 1800 880 052 or email hotline@workfocus.com



Creating Community Connections



Find out more by visiting:
www.sandbag.org.au

[Facebook.com/sandbagincorporated](https://www.facebook.com/sandbagincorporated)
[Facebook.com/greenfarmdeagon](https://www.facebook.com/greenfarmdeagon)
[Facebook.com/seedppm](https://www.facebook.com/seedppm)
www.seedppm.org.au



Disability™
Employment
Services

AN AUSTRALIAN GOVERNMENT INITIATIVE

Feedback, Compliments and Complaints about SANDBAG



Sandgate & Bracken Ridge Action Group Inc. known as **SANDBAG**



[Sandgate Community Centre](#)
153 Rainbow Street
Sandgate QLD 4017

[Bracken Ridge Hub](#)
77 Bracken St
Bracken Ridge QLD 4017

Your feedback is valued

SANDBAG welcomes your suggestions, compliments or complaints as opportunities to continuously review and improve the quality of our services. All feedback will be considered and used to improve service delivery.



Complaints will be dealt with confidentially, treated fairly and will be handled as quickly as possible.

SANDBAG will not discriminate against anyone who has made a complaint and access to our services will continue.

In the first instance, a complaint should be directed to the relevant staff person or Program Coordinator ph: 3869 3244 or 3269 0277 for assistance. In most cases, complaints can be quickly resolved at this level.



If you are unhappy with the outcome, or feel unable to approach the relevant staff member, you can put your complaint in writing to the CEO of SANDBAG. You can make your written complaint using the form in this brochure. Please send completed form to the CEO of SANDBAG email: ceo@sandbag.org.au or post it marked CONFIDENTIAL to 153 Rainbow St SANDGATE QLD 4017.

What is your feedback option? (please tick)

- Compliment
- Suggestion
- Complaint

What would you like us to know?

How can we resolve the matter? _____

Your contact details

Name: _____

Phone Number: _____

Address: _____

Email: _____

Contact details of your advocate or family carer (if applicable)

Name: _____

Phone: _____

Your feedback is appreciated, thank-you

Please note that you can choose to remain anonymous however by providing us with your name and contact details, this will enable us to provide a response and an outcome to your feedback or complaint. We aim to resolve most complaints and provide a written outcome to you within a maximum of 28 days.



SANDBAG Inc.

Write to:
CONFIDENTIAL
CEO
SANDBAG Inc.
153 Rainbow St QLD 4017
Phone: 07 3869 3244
Email: ceo@sandbag.org.au