

contain images and names of deceased persons in photographs.

Pg 2 - NAIDOC Week poster

pg 3 - Board Notice / Ngatanwarr new staff / Clothes donations

Pg 4 - Nikki's Health Corner

Pg 3 - Allied Health visits

Pg 5 - Energy rebate / Men's group national recognition

Pg 6 - Meet our Clinic Staff

Pg 7 - Wata Takoort

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Pg 9 - Economic abuse - Know the facts!

Pg 10- Group updates

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Pg 16 - Emergency Contacts

Pg 17 - Feedback

Main Office

135 Kepler Street, Warrnambool VIC 3280

ph: 5559 1234

July Dates	August Dates
2nd - 9th NAIDOC Week	National Aboriginal & 4th Torres Strait Islander Children's Day
3rd Opening Ceremony	International Day of 9th the World's Indigenous Peoples
4th NAIDOC Youth Ball	TBC Hepatitis C Awareness Day
5th Elders Lunch	

*Please note on public holidays we will be closed

See page 16 for emergency contacts

Health Clinic

3 Banyan St, Warrnambool VIC 3280

ph: 5564 3344

Follow our socials



@gunditjmaracoop

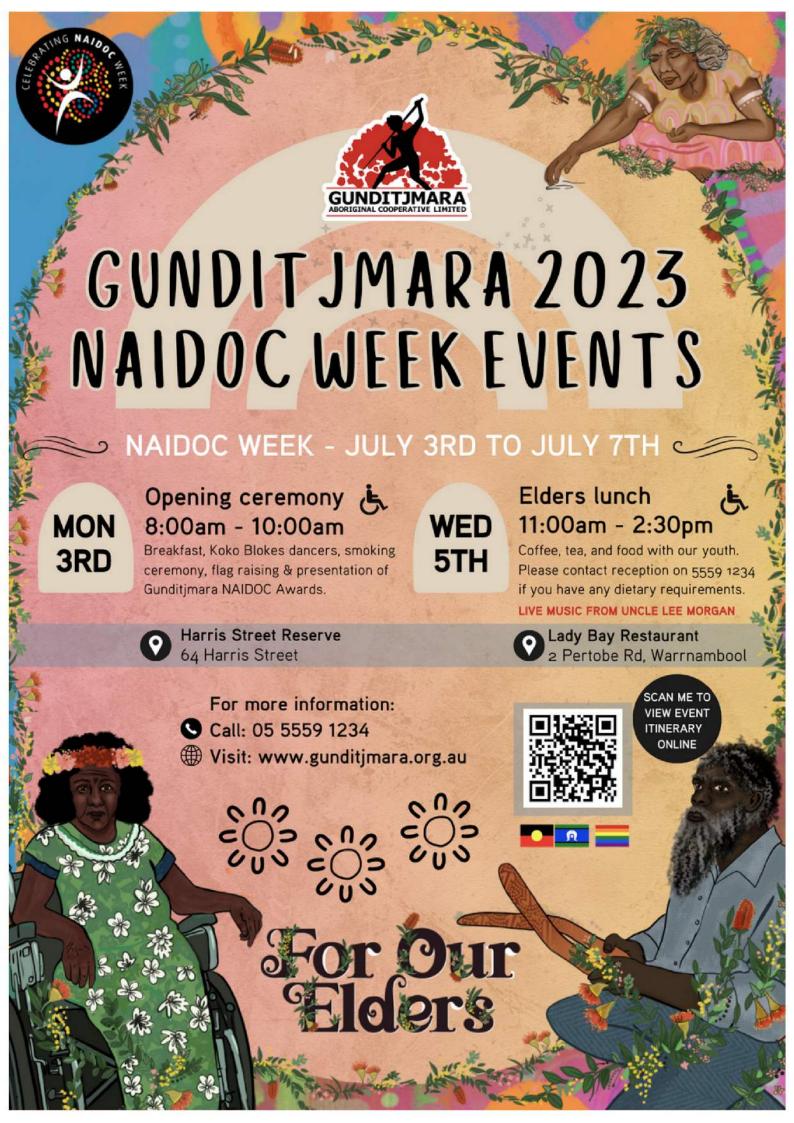


Gunditimara Aboriginal Cooperative



Do you or someone you know want to receive our newsletter? You can update your information or sign up on our website! Visit www.gunditjmara.org.au/newsletter





CEO Update

Good day everyone.

We have been very busy getting things together for community as follows:

- Community meeting around feedback for the rebuild at Kepler street took place with surveys completed and returned to the architect. We are waiting for the architect to provide an update which we will bring back to community.
- We continue to build up staff numbers getting closer to capacity at both Banyan street and Kepler street.
- HACC workers are now working out of Fairy street property.

- Harris Street Secured and renewed 21-year lease with council in principle. Just waiting for agreements to be signed.
- Working with Government on some exciting projects including applying for additional housing.
- Looking forward to seeing as many of community over the next few weeks and over NAIDOC.

Take care everyone.

Danny Chatfield



Ngatanwaar to our new staff!

Last month we farewelled
Skye Munro, our Manager
Family & Community Services,
from Gunditjmara. We thank
Skye for bringing her passion
and knowledge of the industry
to help our community
throughout her time with us.



Skye Munro

We now welcome Kellie Bethel into the role! Kellie has stepped up from her role as a team leader in our org. Ngatanwaar Kellie!



Kellie Bethel

Thinking about a career at Gunditimara? Head to our employment page in this newsletter to view our current vacancies

Clothes donation and collection for Community

MORE DONATIONS NEEDED!

Do you or someone you know need some help with new clothes at the moment?

We currently have a rack of donated clothes, ranging from kids to adults, from community available in our front reception area that are free to a good home. We are also accepting any good quality donations. Feel free to pop by head office at 135 Kepler Street to drop off anything you would like to give back to community in need.



Nikki's Health Corner

Have some deadly things
coming up!
If you have any questions or
queries, feel free to contact me
for a yarn!

Stay Deadly & flealthy you mob!





Gunditjmara Aboriginal Cooperative



Tackling Indigenous Smoking

11:00am to 2:00pm
Every fortnight starting from Monday July 10th

THE ONE DAY A WEEK CHALLENGE CHALLENGE YOURSELF OR BE CHALLENGED

Are you looking to give up smoking or vaping and just can't seem to keep yourself accountable? Maybe you've tried a few things but can't seem to nail the solution that works for you.

The idea of completely giving up smoking or vaping is a big task. But did you know even just reducing the amount of days you smoke/vape in fortnight has noticeable results for your body?

Our Tackling Indigenous Smoking (TIS) Group aims to get you to kick the habit completely, with a twist. We understand that going cold turkey isn't for everyone, so we're giving you the challenge to pick one day in a fortnight, even just for for a few hours, where you and other mob taking up the challenge will do activities to to keep your mind and your hands busy. This could be anything from group painting sessions, solving puzzles, to a walk on country with the whole crew!

Come together with other community members with a shared goal of giving up smoking/vaping and have the support and encouragement of others in the group through your own and their journey. Challenge each other to try going at least one day – or a few hours in the day without a cigarette or vape.

To find out more information or join our group, contact Nikki Walker on 5559 1234





LIED HEALTH VISITS

At our health clinic



OPTOMETRY

Once a month July 14th



AUDIOLOGY

No dates until September



To book in please call the Gunditimara Health Clinic on 5564 3344

Can't make your appointment?



Please contact the Gunditimara Health Clinic 24 hours prior to your scheduled appointment or as soon as possible as this will help us accommodate to others on the waitlist



5564 3344



3 Banyan Street, Warrnambool VIC



To gantunk!

Health Clinic

Opening Hours

Please note our medical clinic now closes at 5:00pm on Wednesdays.

To contact the clinic, please call 5564 3344

Monday, Wednesday, Thursday

9am - 5pm

Tuesday

9am - 8pm

Friday

9am - 4pm



Aggressive Behaviour (...)



Aggressive behaviour and language will not be tolerated at Gunditimara at any time, this includes via phone, email and text. We understand you may feel frustrated at times, but please remember our staff are doing the very best they can to support yourself, our clients and community.







GUNDITJMARA IS A ZERO TOLERANCE TO DRUG AND ALCOHOL AND ZERO **TOLERANCE TO VIOLENCE SPACE**

We'd like to remind community that our organisation is a ZERO TOLERENCE TO DRUG & ALCOHOL and a ZERO TOLERNACE TO VIOLENCE space. These policies are in place to protect our Community and help us keep the space we work in safe. Failure to comply with these policies may result in disciplinary action or the Police to be called. We thank you all you deadly mob out there who are already doing the right thing

Get \$250 in your pocket*.

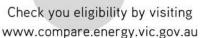
All Victorian households can apply for the \$250 Power Saving Bonus.

Needing help to apply? Call us Anglicare on 1800 531 741 for assistance!

Have your energy bill and bank details on hand









Scan to learn more

*You must be a Victorian residential energy consumer (i.e. have a residential electricity account) and be the account holder. Only one payment is available per household.

Applications for the current round can be submitted up until midnight on 31 August 2023

Round 2 of the Power Saving Bonus is now available!

Victorian households are now able to receive a new \$250 payment, including any households that received a payment through the current round. You can apply online from 24 March 2023.

Head to the below website for more information: www.compare.energy.vic.gov.au/



Environment, Land, Water and Planning







"Culture provides us with connection and identity and what better feeling than knowing who you are as a person."

- Levi Geebung Bidjara-Gunditjmara man and Social and Emotional Wellbeing Caseworker at Gunditjmara Aboriginal Cooperative.

Levi runs the Gunditjmara Aboriginal Men's Group and is a deadly role model in our community, working to improve men's health, explore culture and identity and looks at ways to address the high rates of Aboriginal and Torres Strait Islander men in detention centres and prisons.

"One of the most powerful ways to reduce Aboriginal prison rates is self-determination. Empowering communities to help themselves." The Gunditjmara Aboriginal Men's Group meets every fortnight to yarn, empower the community, relax, enjoy a good meal, and bring cultural value back into men's lives. For Men's Health Week this week, Levi did an

interview with the National Indigenous Radio Service. In the spirit of this special week, have a listen to the full story here: https://ow.ly/lKeA500Q6FJ



Limited flu vaccines still available for Aboriginal and Torres Strait Islander patients Gunditimara Aboriginal Cooperative

Wata Takoort

Aboriginal cultural activities every Thursday and fortnightly Tuesday

June was all about keeping warm and dry. We spent this month mostly at Harris St. For Thursdays, we had Bingo, Board Games, a colouring competition, painting and craft. Aunty Rosi visited as a guest speaker to talk about The Orange Door and her role and Jason from Dementia Australia also dropped by. We were excited to have our biggest group yet, with about 30 people attending Harris StA mystery drive took us to the 12 Apostles.

The final activity for the month saw the group meet up with Goolum Goolum, Winda Mara and DWECH groups to visit Tae Rak and DWECH's Healing Centre, staying the night in Portland. Wata Takoort is gearing up for a big week of NAIDOC activities and our annual Winter Wellness day.

As always check out the socials for any updates and if you would like to come along get in touch with Jo, 55591234.







Yarn with Truth Receivers from the Yoorrook Justice Commission about your experiences of injustice.

Injustices can be things that happened in the past or things that are happening now.

Sharing your truth will help Yoorrook create a formal public record of injustice. It will also help Yoorrook recommend real changes to systems and laws affecting our people.

Call Joseph Saunders on 0459871852 to get more information or to make a submission on-on-one. Find out more on the Yoorrook website: https://yoorrookjusticecommission.org.au/have-your-say/make-a-submission/

Aged Care Reforms Update

Aged Care Reforms Update

To find out more and help design the changes:

visit the Get Involved page: https://agedcareengagement.health.gov.au/get-involved/ or call 1800 318 209.

Watch this space for frequent updates on the changes too. If you would like more information, please contact Tory on 0497 444 110.

Serious Incident Response Scheme

Let's look closer at the types of reportable incidents:



Unlawful sexual contact or inappropriate sexual conduct – includes:

- any non-consensual contact or conduct of a sexual nature by any person, including but not limited to sexual assault, an act of indecency or sharing of an intimate image of the consumer
- any contact or conduct of a sexual nature towards a consumer by a staff member or volunteer on duty, regardless of whether the consumer consented
- any touching of the consumer's genital area, anal area or breast in circumstances by a staff member or volunteer on duty where this is not necessary to provide care or services to the consumer, regardless of whether the consumer consented to the touching
- any conduct toward the consumer with the intention of making it easier for the consumer to engage in sexual contact or conduct.



GAC staff will investigate all incidents where it is reported by a consumer. Staff will ensure the safety of the consumer and practice 'open disclosure' by explaining what happened and what actions we are taking to respond. If the incident caused or could have caused injury or discomfort, or could be reported to the police, GAC must report this to the Commission as a Priority 1 incident, within 24hrs of becoming aware of the incident. If you would like to know more about the Serious Incident Response Scheme you can yarn with Tory, Independent Living Team Leader on 0497 444 110.

Did you know...

The Gunditimara Independent Living team are working each and every day to make a positive impact in the lives of our community.

Our aim is to support healthier, happy, stronger lifestyles of our community members. We are ready to help you with services tailored to your individual needs, with friendly support staff and social programs designed to support and connect you with community. We understand how important it is for everyone to feel safe, strong in culture, independent and healthy.

Our Home Care Support Workers support you to:
-Live healthy, independent and active lives,
-Remain at home safe and supported and
-Keep connected to your community and culture

We work to eliminate any barriers to receiving services, if you are struggling to maintain your home or yard or need support to access the community or do you shopping, give us a call on 5559 1234 to see if we can help.

Economic KNOW THE FACTS Abuse "I said, 'Don't, please, don't do it, because we

"When I did my grocery shopping, he'd see the receipt ...He wanted me to return a packet of chips because I didn't get them on sale." (Angela)

"I said, 'Don't, please, don't do it, because we need to make the payment or we'll default on the credit card,' and he did. He went to the shops ... said they needed some cigarettes, twenty dollars, and they ran down the street laughing, and I said please don't do it, but they did. They defaulted on the credit card and smoked the entire pack of cigarettes that whole day in front of me, laughing in my face ... I said, 'I needed that money to pay it off ... What's going to happen now?' And he goes, 'You pay for it.'" (Georgia)

"I had to provide the money for him for cigarettes and alcohol, and by doing that, I affected the mortgage, the bills. I would get attacked and threatened with knives, my clothes were ripped off me. I was pinned to the corner of the kitchen with the kitchen table just to get my ATM card off me." (Georgia)

He kept trying to accuse me, 'you're only trying to get educated so you can leave me.'" (Jennifer)

Excerpts from Emma Smallwood, Stepping Stones: Legal Barriers to Economic Equality after Family Violence, Women's Legal Service Victoria, September 2015, p7









Examples of economic abuse

- No control over or access to money
- Being given an allowance that is closely monitored
- Criticised for the way money is spent
- Demanding access to internet banking and passwords
- Denied access to phones or vehicles
- All of the bills in one person's name

- Pressured into signing loan documents
- Purchasing mobile phone plans for use by a partner
- Damaging, destroying or selling property
- Prevented from working and earning money
- Refusing to pay their share of a mortgage or bills
- A Refusing to pay child support

If any of this behaviour sounds familiar, there is <u>free and confidential</u> support available.



Orange Door Warrnambool - 1800 271 180
9am to 5pm Monday to Friday (closed public holidays)
southwest@orangedoor.vic.gov.au
571-575 Raglan Parade, Warrnambool 3280



1800 RESPECT - 1800 737 732 24 hours a day, 7 days a week Gunditimara Aboriginal Cooperative

KOORNONG

Connect To Tradition

Connect To Country

Connect To Self

DINNER PROVIDED

NOW TAKING **ENROLMENTS FOR 2023**

Contact 5559 1234 for more info.

Connect To Language

Monday Fortnightly, 4pm to 7pm

JULY DATES

Monday 3rd

Cancelled

Tuesday 4th WAIDOR Youth Ball

6pm to 10pm

Pavilion Warrnambool

Monday 17th

4pm - 7pm

Cloak making and cultural activities

Dinner DIY cob loaves

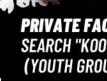
Monday 31st

4pm - 7pm

Ten pin bowling/ arcade games

Dinner

Pinky's Pizza



PRIVATE FACEBOOK GROUP SEARCH "KOORNONG MAARR (YOUTH GROUP)" ON FACEBOOK

Contact us on 5559 1234 to learn more

Aboriginal Men's Group

Wednesday Every Fortnight

Need a lift? Contact reception on 5559 1234

JULY

Wednesday 5th

The Elder's of Men's group are invited to attend the Gunditimara NAIDOC Week Elder's lunch.

11:00am - 2:30pm Lady Bay Restaurant

Wednesday 19th

Lake Gillear visit & walk on country





Lunch Allansford Pub



Strengthen your connection to culture



Contact Levi to learn more Levi - 0447 197 018

Peeneeyt Pootngeerang

Aboriginal Women's Group

Wednesday Every Fortnight

JULY

Tuesday 4th

12 - 2pm

The group are heading out to Kirrae for their NAIDOC Week event!



Tuesday 18th

12 - 3pm

Smudge stick making @ Framlingham Mission



BBQ Meats .salads & Johnny cakes





APPROACHING THE VOICE





The committee of management of U3A Melbourne City is pleased to announce that they will be giving community the opportunity to attend four sessions with speakers from the Indigenous Unit at The University of Melbourne.

Later this year you will be asked to vote in the Referendum on a Voice to Parliament and in the coming months you will be bombarded with opinions from all political perspectives. In the Approaching the Voice series they will bring you voices that you will not regularly hear on radio and television: the voices of people who work continuously in this area and who are willing to share their expertise with us.

U3A Melbourne City is sharing these four 90 minute sessions as webinars via Zoom with all U3As in Victoria. Unfortunately, due to the size of the potential virtual audience there will be no questions via the chat facility but if you would like to contribute to the debate please email Merilyn Harris with your questions for the speakers: MerilynH@u3amelbcity.onmicrosoft.com.

SESSION 1

Monday, 10 July, from 2:00 pm - 3:30 pm

Speaker: Professor Sarah Maddison. Director of the Australian Centre at the University.

Topic - 'Contemporary conversations about treaty and voice'

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 849 5780 8951 and Password: 993809



SCAN TO JOIN

SESSION 2

Monday, 17 July, from 2:00 pm - 3:30 pm

Speaker: Dr. Rachel Standfield. Senior Lecturer Indigenous Studies, Culture and Communication.

Topic - 'Politics, truth-telling and history-making: a non-Indigenous person's reflection'

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 897 3251 1271 and Password: 17506u



SCAN TO JOIN

SESSION 3

Tuesday, 25 July from 12:30 pm - 2:00 pm

Speaker: Dr. Matt Campbell. lectures in the area of treaty and agreement making. Topic: Taking Indigenous knowledge seriously- a grounded account of listening to Indigenous voices.

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 826 6795 3371 and Password: 805899



SCAN TO JOIN

SESSION 4

Tuesday, 1 August from 12:30 pm - 2:00 pm

Speaker: Professor Barry Judd. Pro-Vice-Chancellor and Director of the Indigenous Studies Program

Topic - 'Indigenous Voice: Uluru as pathway to Australian social reconstruction'

Scan the QR code to the right to join on your computer or mobile app:

Webinar ID: 842 6076 4533 and Password: 251715



SCAN TO JOIN



COMMUNITY DINNER COME EAT

Wednesday 26th July Harris Street Reserve

Doors open 5:00pm Food 5:30 - 7:00pm



STOLEN GENERATIONS REPARATIONS PACKAGE INFORMATION FOR APPLICANTS

Find out more

- 1800 566 071
- stolen.generations@justice.vic.gov.au
- www.vic.gov.au/stolen-generations-reparations-package
- PO Box 24053 Melbourne VIC 3001

Key points

- · Applications are now open
- The application process is quick and accessible
- You do not need your own records and you do not need to retell your story
- Support services are available, including counselling, legal and financial advice
- You're eligible if you were first removed in Victoria, even if born somewhere else or currently living interstate
- Our team is available to help you apply

Who is eligible to apply

The Package is available to people who:

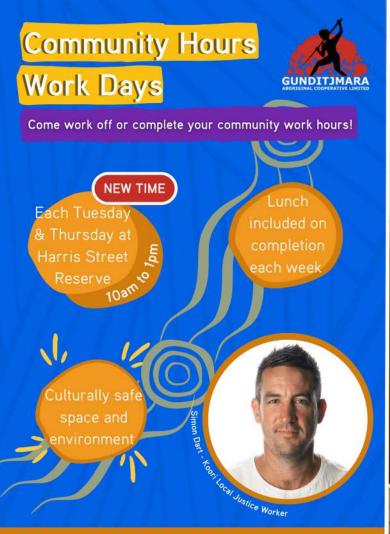
- are an Aboriginal and/or Torres Strait Islander person
- have been removed by a government or nongovernment agency in Victoria prior to 31 December 1976, while under the age of 18 years
- · have been first removed in Victoria
- have been separated from their family for a period of time that resulted in the experience of loss of family, community, culture, identity, and language.
 You cannot apply on behalf of someone who has passed.

For further support and assistance

The information you may need to consider can be confronting or disturbing, and may cause sadness or distress. Funding is available for trauma- informed counselling. Please call 1800 566 071 for information.

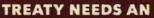
24 hour support can also be accessed by contacting:

- VAHS Yarning SafeNStrong: 1800 959 563 (https://www.vahs.org.au/yarning-safenstrong/)
- Lifeline (24/7): 13 11 14 (https://www.lifeline.org.au/).



Please contact Simon Dart - Koori Local Justice Worker on 0428224470

Or speak with your CCS caseworker to organise.









Are you an Elder? We want to hear from you!

We're yarning with Elders across the state. We're asking questions like:

- · How do you define an Elder?
- · What do Elders mean to you?
- · Who should sit on the Elders' Voice?





Call the Elders' Voice Hotline, email us, or find an in-person Elders' Voice Gathering happening near you:

- 1800 TREATY (1800 873 289)
- eldersvoice@firstpeoplesvic.org
- firstpeoplesvic.org.au/elders-voice

All Elders are paid a fee for their time and contribution.







BABIES TO 5 YEAR OLDS WELCOME!



Children are required to be Aboriginal or Torres Strait Islander descent to attend. Exceptions - non Aboriginal siblings or other children in parents/ carers care. Your child will be introduced to stimulating and engaging developmental experiences and activities aimed at getting your child/ children kindergarten and school ready in a culturally safe environment.



Contact Bron Ferguson on 0418 394 500 for more info

ABORIGINAL TENANCY AT RISK (ATAR)

ATAR CAN HELP WITH



Electricity/gas/water bills – limited brokerage





Maintenance issues



Skip bins for property clean up

2 more



To yarn with Skye call 5559 1234 or visit at 135 Kepler St Warrnambool

Come have a yarh with... Nei from Aboriginal Housing Victoria



Next Visit 21st July

Have a question about Aboriginal Victorian Housing? Have a question about maintenance?



Neil will be down the one day of each month to answer your questions!





NGATANWAAR (WELCOME)

Due to enormous expansion and internal promotion, we are seeking the services of multiple roles in our organisation.

Work in an appreciative and supportive environment, that offers generous remuneration – including tax savings and additional leave where you will achieve real and meaningful outcomes that positively affect our community.

Current Vacancies

- General practitioner FRACGP
- Psychologist
- Aboriginal practice lead (Orange Door)
- · Holistic family violence practitioner
- Team Leader Out of Home Care
- Home cleaner and general maintenance
- Social & emotional wellbeing early years case worker
- Family & Community Services
 Team Leader

Why work with us?

We exist to provide community controlled, culturally appropriate holistic services that meet the identified needs of the Aboriginal people and the broader community. You'll work in an inclusive, flexible and supportive environment, that offers generous remuneration where you will achieve real and meaningful outcomes that positively affect our community.

How to apply:

Position descriptions are available to view at www.gunditjmara.org.au/current-vacancies Please send your covering letter (addressing the key selection criteria) and resume to recruitment@gunditjmara.org.au with the job title in the subject box.



Scan me to learn more!

Colouring Competition

Colour in the picture below and bring it to 135 Kepler Street to go in the draw to win some NAIDOC goodies!

Circle your age category

- 0 5 11 14
- 6 10 15 25

• 26+



Emergency Contacts

Family Violence supports

- Safe Steps 24/7 Family Violence Response Centre: 1800 015 188
- Emma House Domestic Violence Service Warrnambool: 5561 1934

(Mon-Fri 9-5pm)

- Elizabeth Morgan House Aboriginal Women's Service: 9403
 9400
- InTouch (CALD): 1800 755 988
- w/respect (LGBTIQ): 1800 542 847
- · Mental Health crisis number:

1800 808 284

- Lifeline 13 11 14
- National Domestic Violence and Sexual Assault Hotline (24 hours):

1800 737 732 (1800 Respect)

Men's Family Violence supports

· Men's Referral Service:

1300 766 491

- Dardi Munwurro phone support (24 hours): 1800 435 799
- Emergency Services: ooo
- Mental Health crisis number:

1800 808 284

• Lifeline: 13 11 14

• Suicide Call Back Service (24/7 support): 1300 659 467

Child and Parenting supports

- Child Protection After Hours: 13 12 78
- Parentline: 8am-Midnight 7 days a week: 13 22 89
- Mental Health crisis number:

1800 808 284

• Lifeline: 13 11 14

• Kids helpline: 1800 55 1800

Housing or Homelessness supports

- Crisis/Homelessness 1800 015 188
- Brophy Family and Youth Services (12-25yo) Mon-Fri 9am-5pm: 5561 8888
- Salvo connect (25yo+) Mon-Fri 9am-5pm: 5564 9111

Health and wellbeing

• South West Health Care: Ryot St, Warrnambool VIC 3280 5563 1666 (24/7)

- South West Healthcare; Emergency Department for GP service and health needs (24/7): 5563 1666
- Nurse on-call: 1300 60 60 24

Mental health supports

Mental Health crisis number:
1800 808 284

• Lifeline: 13 11 14

• Kids helpline: 1800 55 1800

• Beyond Blue: 1300 224 636

• Headspace (12-25yo): 9am-1am

7 days a week: 1800 650 890

• Suicide Call Back Service (24/7 support): 1300 659 467

Alcohol and other drug supports

• Regional Victorian AOD Intake Line: 1300 022 760 (Mon – Fri) 9:00am - 5:00pm

- Victorian AOD counselling and referral service: 1800 888236 (24/7 support)
- Beyond Blue: 1300 224 636
- Lifeline: 13 11 14
- DirectLine alcohol and drug counselling: 1800 888 236

South West Healthcare supports

Kaye Smith Aboriginal Liaison - Mental Health Services

South West Healthcare

Koroit Street Warrnambool 3280

Monday to Thursday o8.30am to 5.00pm

Phone: 5561 9168 or 0466 862 869

Aboriginal Health Liaison Officer

South West Healthcare

Koroit Street Warrnambool 3280

Monday to Friday o8.30am to 05.00pm

Phone: 0448 010 310

Aboriginal Suicide Prevention Support

South West Healthcare

Koroit Street Warrnambool 3280

Monday to Friday 9.00am to 05.00pm

Phone: 5561 9100 or 0435 700 571

Unavailable on public holidays only

The Orange Door - Wimmera South West

571-575 Raglan Parade Warrnambool (Next To Macca's) 1800271180

For All Family Violence related Referrals and support, Child Wellbeing Support and Other Referral pathways including Mental Health AOD, Parenting Support, Men's Behavioural Change.

What would you like to see in our newsletter?

	Share with us your feedback by handing in this page to the Gunditjmara Main Office Kepler St or by emailing us on media@gunditjmara.org.au	
_		

Do you have feedback, suggestions or a complaint?

Feedback

We love to hear your feedback!

Please fill out a feedback form below and leave it in the feedback box at reception.

This form can be accessed via our website at www.gunditjmara.org.au/feedback or can be supplied upon request at Head Office reception at 135 Kepler Street Warrnambool, VIC 3280

Once this form is completed, you can get it to us by:

- Send us an email with the form attached via feedback@gunditjmara.org.au
- Write to us at: Gunditjmara Aboriginal Cooperative, PO Box 732, Warrnambool, VIC, 3280
- Dropping it off in person to the above address

Alternatively, you can:

Call reception on o3 5559 1234

Your feedback will then be forwarded to the appropriate manager.

Complaints

Making a Complaint

A person wishing to make a complaint may do so in writing or verbally to any GAC representative including;

The staff member they were dealing with at the time

- · The manger / team leader of that staff member
- An executive director

Clients also have the right to make a complaint to external organisations such as:

- · The Governing body or the Commissioner
- Clients should be notified of their rights to make an external complaint to the above bodies.

Complaints can be made by:

- Submitting a completed Clients & External Stakeholders
 Complaints Form into the Suggestion Box located at reception at
 GAC's Kepler St and Banyan St work sites. The Clients &
 External Stakeholders Complaints Form can be accessed online
 here or at reception as a hardcopy upon request.
- Submitting a written complaint to the relevant manager or executive director.
- Via telephone to the relevant manager or executive director on 03 5559 1234.
- Anonymous complaints can may be made by phone, writing and or face to face meeting.

Alternatively you can fill out the complaint form via our website www.gunditjmara.org.au/feedback



Do you or someone you know want to receive our newsletter? You can update your information or sign up on our website! Visit www.gunditjmara.org.au/newsletter

