

Not satisfied with our response or would like to talk to an external agency?

Are you more comfortable contacting an external agency? You can contact:

- The Homelessness Advocacy Service – 1800 066 256
- Tenants Victoria – 03 9416 2577
- Victorian Equal Opportunity and Human Rights Commission – 1300 891 848

If you are unhappy with the outcome of your complaint with us, you can contact:

- NDIS Commission – 1800 035 544
- Victorian Ombudsman – 1800 806 314
- Department of Families, Fairness & Housing Website – www.dffh.vic.gov.au/making-complaint
- Consumer Affairs Victoria – 1300 40 43 19
- Victorian Housing Registrar – 03 7005 8984
- Aged Care Quality and Safety Commission – 1800 951 822
- Department of Health – health.feedback@health.vic.gov.au
- Mental Health Complaints Commissioner – 1800 246 054 (free call)
- Privacy Complaints – 1300 006 842 or email privacy@ovic.vic.gov.au.

CONTACT US



Give us a call

Corporate Services (03) 5820 0000
Swan Hill Office (03) 5032 1580



Visit us

Corporate Services
39 Archer Street, Mooroopna VIC 3630



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Visit our website

www.rumbalara.org.au



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Rumbalara Aboriginal Cooperative



Got any service feedback?

Lets have a yarn.

SHEPPARTON | MOOROOPNA | SWAN HILL



Heart Of Community | Holistic | Integrated | Respectful

We commit to work in partnership with individuals, families and community, to support them in achieving an optimal quality and standard of living. Through active partnerships we will strengthen Health & Culture. Our People, Our Way!

Artist: Alkina Edwards



Why does it matter?

Your feedback matters to us. Feedback helps us to improve our services for our mob. At Rumbalara, we want to hear what you have to say.

Do you have a compliment, complaint or suggestion?

Feedback can be lodged in person, via telephone, email or in writing to any staff member.

What is the complaints process?

We respect your right to make a complaint.

If you have a complaint we will discuss it with you and take it seriously. All complaints will be investigated thoroughly and quickly. We aim to resolve complaints in 30 days.

Your details

If you want us to contact you about your feedback, please fill in your contact details below.

Date: _____

Name: _____

Address: _____

Phone: _____

Email: _____

Write your feedback here...

Is your feedback a **complaint**?

Yes No

Is the feedback about the **safety and wellbeing of a child**?

Yes No

Is your feedback a **suggestion**?

Yes No

Is your feedback a **compliment**?

Yes No

Please provide further detail regarding your feedback below:

Which service area of Rumbalara were you dealing with? (Please tick the appropriate box)

Corporate

Health & Wellbeing

Positive Ageing and Disability

Rumbalara Housing Ltd

Engagement and Family Services

Justice and Community Services

Rumbalara Elders Facility

Homelessness

Other/ Unsure

Please select which office you dealt with? (Please tick the appropriate box)

Shepparton/ Mooroopna

Swan Hill