

Who Are We?

Junction Australia

Junction Australia is a trusted and leading provider of quality community support and housing services. We have been strengthening lives and communities in South Australia for more than 35 years.

Our aim is to deliver high quality, responsive services reflecting our core values:

- **RESPECT:** Every person deserves to be treated with respect
- **TRUST:** Safety and trust are the foundations of healthy families and relationships
- **INCLUSION:** Inclusive communities value and embrace diversity
- **INTEGRITY:** Acting in a way that is honest, just and open to others.

Junction & Women's Housing

Junction Australia's registered community housing provider 'Junction and Women's Housing Ltd' (JWH) has a proven record of successful service delivery.

We offer housing to people who:

- have experienced domestic violence
- are on low or very low incomes
- have a disability
- are homeless or at risk of homelessness
- are struggling to find and keep suitable housing.

What is a compliment?

A compliment may be a positive comment made about something that has happened during your contact with Junction Australia.

What is a complaint?

A complaint is an expression of dissatisfaction with the quality of service we have provided you. A complaint does not result in a review of a decision that can be appealed through our Housing Appeals process.

How we will respond to your feedback

Junction Australia is committed to providing all stakeholders with the opportunity to comment about the service or contact you have had with us.

What will we do with your feedback?

- It will be brought to the attention of the relevant Manager, who will decide which Junction Australia staff member is best placed to review the issue you have raised.
- You will be kept informed of the progress of your feedback throughout the process if you provide us your details.
- We will seek to provide a response in an efficient, fair and timely manner.
- The information you provide will only be used to respond to your feedback.

If you are not satisfied with the response provided to you, please call us on (08) 8210 7000.

Housing Compliments and Complaints

We value your feedback



Strengthening lives
and communities

When we receive your feedback, we'd like to contact you. Please provide your contact details as follows:

Name: _____

Telephone:

Email:

Date: / /

This section to be completed by the delegated Junction Australia staff member:

Date received:/...../.....

Signature:

Date of registration: / /

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