

## When to use this form:

Please use this form for all communications with Fina:

- ✓ Feedback
- ✓ Incident Reporting
- ✓ Identified Risks
- ✓ Matters to be put 'On the Record'
- ✓ Any other information whatsoever you would like to communicate to Fina.

## Who should use this form:

Any person who wishes to communicate with Fina:

- ✓ Staff
- ✓ Clients
- ✓ Families
- ✓ Friends
- ✓ Specialists
- ✓ Visitors etc.



## Uses of this form:

Use this form to share your thoughts, record events, notify Fina staff and management of matters that we need to act on etc.

Your use of this form will help us communicate effectively with you in a structured and timely way.



## A Community of Care

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W [fina.org.au](http://fina.org.au)

Fina is a non-government, not-for-profit, NDIS provider of supported accommodation and respite servicing south-east Queensland (Northern Suburbs, Moreton Bay and Sunshine Coast regions).

SCOPE Inc trading as Fina Australia

# Communicate with Fina



**Your name:**

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**Your email:**

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**Your phone number:**

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**Location:**

Please tick one:  In house  Outside house  
 In vehicle  In public

**Client (s) involved/affected:**

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**Staff Involved/affected:**

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**The matter/event:**

Please identify in a few words the matter you wish to raise. This could be a specific incident, family contact, staffing changes, an outing, med change, health issue, medical or other appointment, behavioural episode etc

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**Description:**

Please describe, in as much detail as you can, the matter/event you want us to be aware of. Please include any feedback, your thoughts and perspectives, any risks you foresee – and/or anything else you feel we should know.

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**Please complete for incidents only:**

Date: \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_

Time incident started: \_\_\_\_\_ am / pm

Time incident ended: \_\_\_\_\_ am / pm

Please identify all those involved – both Fina and non-Fina personnel. Please record names and IDs where possible.

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Please outline any actions taken prior to, during and/or after the event.

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*Thank you for communicating with Fina*

- ✓ We will address your concerns within 1 working day.
- ✓ We will investigate the matter and plan appropriate actions within 5 working days.
- ✓ We will respond to you and outline any plans and/or resolutions we have developed within 10 working days.

Please send this form to [communicate@fina.org.au](mailto:communicate@fina.org.au) and your House Manager.