

# You can help improve Salvos

Have an issue?  
We want to know.

You should always feel safe. If any Salvation Army person or activity makes you feel **unsafe, concerned** or **hurt**, it's important that you tell someone by **making a complaint**.

Scan the QR code to provide feedback.



You can also visit our website directly or email us [www.salvationarmy.org.au/contact-us/complaints](http://www.salvationarmy.org.au/contact-us/complaints)

You can also contact:

**KIDS HELPLINE**  
**1800 55 1800**

This is a free and confidential counselling service for young people.

## HOW TO MAKE A COMPLAINT AT SALVOS



### IN PERSON

Talk to the on-site staff



### PHONE

Call Salvos at 13 72 58



### ONLINE

Visit our website or scan the **QR code**



### BY POST

Write to us at our PO Box

The Salvation Army  
PO Box 479  
Blackburn VIC 3130



We are committed to **learning from your experience** as it will help us to continually improve the services we deliver. Your **safety and wellbeing** is central to all we do.



Email: [safeguarding@salvationarmy.org.au](mailto:safeguarding@salvationarmy.org.au)

