

FEEDBACK, COMPLIMENTS AND COMPLAINTS FORM



Compliments, complaints, and other feedback provide us with valuable information about your satisfaction with our services. Feedback is taken seriously by Inciteability and is seen as an opportunity for improvement.

Mail and phone submissions as well as the Feedback and Complaints Form can be used to make anonymous complaints and providing your details is optional.

A staff member can assist you in making a complaint, compliment or comment or help you contact an independent advocate of your choice to act on your behalf if you wish. The advocate may be a family member or friend, or through the National Disability Advocacy Program.

Inciteability fully supports your right to have an independent advocate support you in your interactions with us.

People with Disabilities (WA)

Phone: (08) 9420 7279

Email: info@pwdwa.org

Website: www.pwdwa.org

Address: Suite 23/2 Delhi Street WEST PERTH 6005 WA

Ethnic Disability Advocacy Centre Subiaco

Phone: 08 9388 7455

Email: admin@edac.org.au

Website: www.edac.org.au

Address: 320 Rokeby Road SUBIACO 6008 WA

Your Say at UnitingCare West

Phone: 1300 663 298

Email: yoursay@unitingcarewest.org.au

Website: <https://www.unitingcarewest.org.au>

Address: 10/5 Aberdeen Street Perth 6004 WA

Sussex Street Community Law Service

Phone: 0429 611 435

Email: sscls@sscls.asn.au

Website: www.sscls.asn.au

Address: 29 Sussex Street EAST VICTORIA PARK 6101 WA

Citizen Advocacy Perth West

Phone: 08 9445 9991

Email: admin@capw.org.au

Website: www.capw.org.au

Address: Unit 2A 28 Guthrie Street OSBORNE PARK 6017 WA

Explorability

Phone: 08 6361 6001

Email: admin@explorability.org.au
Website: www.explorability.org.au
Address: Unit 1/9 Parkes Street Cockburn Central 6164 WA

Your feedback, compliments and complaints can be lodged:

- directly with a staff member, either verbally or by providing a completed Feedback, Compliments and Complaints Form
- by email to: feedback@inciteability.com.au
- by phone: 08 6115 0151
- in writing to: PO Box 432 Cannington WA 6987

Your complaint will be formally acknowledged within 2 working days. We aim to respond to all complaints and grievances as quickly as possible, and within 28 days from acknowledgement. If a complaint cannot be responded to in full within 28 days of acknowledgement, you will be provided with an update, which will include when a full response can be expected.

All feedback and complaints will be used by Inciteability to continuously improve our service delivery.

Escalating Complaints

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from Inciteability's Service Coordinator or alternatively through any of the following agencies:

NDIS Quality and Safeguards Commission

Online: www.ndiscommission.gov.au; and
Phone: 1800 035 544.

Australian Human Rights Commission

Phone: 1300 656 419; and
Online: www.humanrights.gov.au.

WA Health and Disability Services Complaints Office

Online: www.hadscow.wa.gov.au; and
Phone: 1800 813 583.

WA Ombudsman

Phone: 08 9220 7555; and
Online: www.ombudsman.wa.gov.au.

The WA Equal Opportunity Commission (for complaints related to discrimination and breaches of the Equal Opportunity Act 1984):

Online: www.eoc.wa.gov.au;
Phone: (08) 9216 3900;
Email: eoc@eoc.wa.gov.au; and
Post: PO Box 7370, Cloisters Square, Perth, WA, 6850.

NDIS participants purchasing products and services also have rights and protections under the

Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. See <https://www.commerce.wa.gov.au>.

In addition, participants can contact the [Australian Securities and Investments Commission \(ASIC\)](#) if they have concerns regarding consumer protection in relation to finances.

Complaints About the NDIA

Complaints about the NDIA should be directed to the Agency itself or the Commonwealth Ombudsman.

Complaints to the NDIA can be lodged:

- by phone on 1800 800 110; and
- by email to feedback@ndis.gov.au.

Complaints to the Commonwealth Ombudsman about the NDIA can be lodged:

- by phone on 1300 362 072; and
- online at www.ombudsman.gov.au.

Thank you for taking the time to provide feedback about our service.

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This is Feedback Complaint Complaint

I am a Participant Family Member Staff Member

Staff member on behalf of a participant

Participant Representative / Advocate

Other: _____

Please tell us about your experience at Inciteability

Please share your ideas or suggestions with us

Would you like us to contact you to follow up with you on your feedback? Yes No
(Providing your details is optional)

I would like to remain anonymous

If you would like us to contact you, please provide your details below:

Full name _____

Phone _____ Email _____