

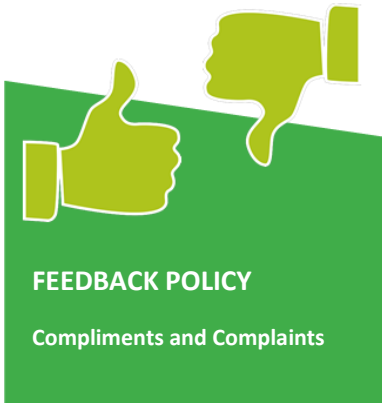
Your Feedback

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.



Your Feedback is important

Compliments and complaints

To give you better and better services, we need your feedback.

Feedback can be compliments, comments or complaints.

We love to hear compliments.

That means we are getting it right. If you are happy, we are happy!

If you are not happy, tell us. It's OK to complain.

We won't be angry. So don't be shy. We need to know how you feel. Help us to do better!

We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

Help to Provide Feedback

Get help to provide feedback

- from our workers
- from your family or friends
- from an advocate
- from the NDIS Commission

Advocates

An advocate is trained to speak for you.

If you are not sure how to find an advocate, we can help.

Advocates are a free service.

NDIS Commission

You don't have to talk with us.

If you have a serious complaint, you can tell the NDIS Commission.

Tell us What you think

Write to us:

Perth Integrated Health
PO Box 1289 Canning Bridge
Applecross 6153

Email us:

ndis@perthintegrated.com

Phone us:

9240 5266 or 9364 8626

Contact the NDIS Commission

web: ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.

You don't have to talk to us, if you have a serious complaint you can contact the NDIS Commission

Advocates can help you

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or search "disability advocate" online.

