



Evolved Ways

Feedback, Compliments and Complaints

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 us 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.

This information is part of the Feedback, Compliments and Complaints Policy and Procedure.

If you wish to read the entire policy, we are happy to provide a copy.

Get help to complain

- ✓ 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.

Your feedback is important

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.

Contact us

Email us at Evolved Ways:
hello@evolvedways.com.au

or use the contact form at:
www.evolvedways.com.au

Phone us:
0493 777 596

Contact the NDIS Commission

Website: www.ndiscommission.gov.au

Phone: 1800 035 544

TTY: 133 677

Interpreters can be arranged.

Advocates can help you complain

We have a brochure with a concise list of Queensland Disability Advocates you can download from www.evolvedways.com.au. or you can use the Ask Izzy Disability Advocacy Finder tool to connect with a Disability Advocate in your area: <https://askizzy.org.au/disability-advocacy-finder>

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

Email: disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group
Department of Social Services
GPO Box 9820
Canberra ACT 2601

Complaints form

You can provide feedback here and provide this to us, or use the feedback contact form on our website: www.evolvedways.com.au

[illegible]

Name: _____