

What is feedback?

Feedback is when a person would like to:

- say what they liked about a service or worker
- give ideas on ways to improve a service.

Some examples include;

- you liked the way Innovate has supported you;
- you have achieved something with our help
- you have a suggestion for how we could make things better.



What is a complaint?

A complaint is when a person has an issue with the way a service is provided and would like something to be changed.

Some examples include:

- we turn up late to meetings
- you do not like the way we treat you
- we haven't provided enough services
- we talk to someone about you, but you did not say we could.



You have the right to give feedback or make a complaint at any time without negative consequences. All complaints will be resolved in a fair and timely manner.

Innovate Consultancy Services

For more information, please contact Innovate:
Phone: 0408 673 775
Email: info@innovatecs.com.au
Website: www.innovatecs.com.au

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FEEDBACK AND COMPLAINTS

How to make a complaint



You can:

1. Talk with your coordinator about your feedback or complaint. You can have a support person or interpreter with you. If you are making a complaint, they may ask you some questions to make sure they have all of the information.

2. If you do not feel comfortable talking with your coordinator and you would like to talk with someone else, you can contact Innovates Director or an independent provider.

3. You can provide feedback or make a complaint anonymously by completing the Feedback and Complaints Comments Page (on the next page).

4. If you are not happy with the result of your complaint, you may also contact the NDIS Quality and Safeguarding Commission.

Who to call if your complaint is not resolved?

We can help you contact the NDIS Quality and Safeguarding Commission or you can contact them yourself

NDIS Quality and Safeguards Commission

NDIS Quality and Safeguarding Commission

Phone: 1800 035 544

Website:
https://www.ndiscommission.gov.au/about/contact

TTY: 133 677 (toll free)

National Relay Service: 1300 555 727 (Speak and Listen) or
https://www.accesshub.gov.au

Translating and Interpreting Service: 131 450 or
http://www.tisnational.gov.au/

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FEEDBACK AND COMPLAINTS

We value your feedback and want to improve our services. Please fill out this form at any time.

Are you providing us with?

☐ Feedback, or

☐ Complaint

What comments would you like to share with us?

Is there anything Innovate can do better to support you?

You can submit this anonymously or if you would like to be contacted, please provide your name and contact details.

Name (optional):

Phone number or email (optional):

Please send this to Innovate Consultancy Services, PO Box 194 Campbelltown, NSW, 2560 or via email to info@innovatecs.com.au