



BRAVER TOGETHER

23 Solomon Crescent

Latham, ACT, 2615

Phone: 04084117800

Email: connect@bravertogether.com.au

Website: <https://bravertogether.com.au>

Online Feedback: <https://forms.office.com/r/sMS4N7LQ9A>

ABN: 82 603 060 664



BRAVER TOGETHER

FEEDBACK

Compliments and Complaints

YOUR FEEDBACK IS IMPORTANT

ABOUT YOUR FEEDBACK

Your safety is very important to us. We work hard to deliver safe services. 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 email 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.
- Please use our online form:
<https://forms.office.com/r/sMS4N7LQ9A>
- 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 too.
- 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.

HELPING YOU GIVE FEEDBACK

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



IT'S OK TO COMPLAIN
That is how we can learn
and improve

ADVOCATES CAN HELP YOU COMPLAIN

On a NDIS Plan?

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

Email them at:

disabilityadvocacy@dss.gov.au

Not on a NDIS Plan?

You can write to:

Disability, Employment and Carers Group

Department of Social Services
GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.

ON A NDIS PLAN?

You can contact the NDIS Commission:

Website:

www.ndiscommission.gov.au

Phone: 1800 035 544

Interpreters can be arranged

TELL US WHAT YOU THINK

Use our online form:
<https://forms.office.com/r/sMS4N7LQ9A>