

## FEEDBACK AND COMPLAINTS AT NADRASCA

We welcome feedback good or bad which will help us improve what we do. If you are not happy with our staff or service, you can make a complaint. Your information will always be kept private.

### HOW TO GIVE FEEDBACK

#### 1. Talk to your Support Worker

You can provide feedback or make a complaint to your key support worker or another worker you trust who can help sort out your problem. They can help write down your feedback or complaint and get an advocate to help you.

#### 2. Talk to the Service Manager

You can give feedback directly to your Service Manager, whether you are happy or not with worker or the service. They will help to sort out any problems. If the complaint is about the Service Manager, you can give feedback to their manager.

If the person you give feedback to cannot sort out your problem, it will be sent to someone in a higher position in Nadrasca.

### NEED HELP TO GIVE FEEDBACK

If your problem is not sorted by the support worker or manager, you can email your complaint to us at: [feedback@nadrasca.com.au](mailto:feedback@nadrasca.com.au) or go to our website: <https://www.nadrasca.com.au/forms/feedback-and-complaints>.

You can also call us on the phone: 9873 1111.

You can get help from your family, or friends, or from an advocate to give us feedback. An advocate is someone who will listen and help you to get your problem sorted. An advocate can support you by:

- listening to your concerns
- help sort out problems or complaints
- telling you about your rights and responsibilities
- speaking with a service provider (Nadrasca) if you wish
- Put you in touch with other agencies that may help

You can get an advocate through the National Disability Advocacy Program Finder. Website: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/> or email: [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

You can also contact the NDIS Quality and Safeguards Commission if the problem is still not sorted. Website:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

Call: 1800 035 544 or use TTY on 133 677