



# Feedback and Complaints

## Your feedback is important to us

Your feedback helps us to improve so that you feel safer, happier and get more out of our services. We will often ask you for feedback, and encourage you to comment or complain at any time. We also welcome any compliments about our staff or services. You can contact us via our website, email or by phone, or ask a staff member for help. We will always reply as quickly as possible.

When you take the time to tell us what you like or don't like, we will listen. We are always striving to improve our services.

## Helping you give feedback or make complaints

Get help to complain from:

- Our staff;
- Your family or friends;
- An advocate; or,
- The NDIS Commission.

## Getting in touch

### Our Staff

Speak to your support worker or coordinator, or contact ConneXtions:

Ph: (02) 6024 2460

Email: [feedback@conneXtions.org.au](mailto:feedback@conneXtions.org.au)

Web: [www.connextions.org.au](http://www.connextions.org.au)

### Advocate

The National Disability Advocacy Program is a free service helping you work with an advocate.

Ph: 1800 643 787

Email: [disability\\_advocacy@dss.gov.au](mailto:disability_advocacy@dss.gov.au)

Web: [www.dss.gov.au/disability-advocacy](http://www.dss.gov.au/disability-advocacy)

### NDIS Commission

The NDIS Commission is an independent agency that regulates NDIS supports and services.

Ph: 1800 035 544 (free call from landlines) or TTY 133 677.

National Relay Service: ask for 1800 035 544

Web: [www.ndiscommission.gov.au/complaints](http://www.ndiscommission.gov.au/complaints)

This information is part of our Feedback, Compliments and Complaints Policy. A full copy of the policy is available upon request.



 (02) 6024 2460

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