

FEEDBACK FORM

Integrated Support Personnel values the feedback of our consumers, their families and advocates. We also value the feedback of our contracting agencies.

This form is provided to you to tell us how well we have performed. Do we need to fix anything? Are you happy with our service? Please note, it is optional to put your name on this form, however if you would like a response about your feedback, please let us know who you are.

Name (optional): _____

Contact details: _____

Please circle the most appropriate:

Complaint



Complement



Suggestion



Give us your feedback:



Do you want us to call you to talk more about this?

Did you give us your phone number above?

THANK YOU FOR YOUR TIME

If you feel a complaint has not been sufficiently or appropriately addressed, you can seek further support from [Organisation Name]'s [Position Title], or alternatively through any of the following agencies:

National Disability Insurance Agency (NDIS Participants)

Email: feedback@ndis.gov.au

Phone: 1800 800 110

Victorian Department of Health and Human Services

Email: complaints.reception@dhhs.vic.gov.au

Phone: 1300 884 706

Victorian Disability Services Commission

Email: complaints@odsc.vic.gov.au

Phone: 1800 677 342 (TTY 1300 726 563)

Online: www.odsc.vic.gov.au

Skype: call or email to make an appointment first

Australian Human Rights Commission

Phone: 1300 656 419

Online: humanrights.gov.au

Commission for Children and Young People Victoria

Email: childsafe@ccyp.vic.gov.au

Phone: 1300 78 29 78

Office of the Commissioner for Privacy and Data Protection

Phone: 1300 666 444

Online: www.cpdv.vic.gov.au

Victorian Ombudsman

Phone: (03) 9613 6222 or (rural callers) 1800 806 314

Online: www.ombudsman.vic.gov.au

Office of the Public Advocate

Phone: 1300 309 337, (03) 9603 9500 or TTY: (03) 9603 9259

Online: www.publicadvocate.vic.gov.au/opa-feedback-and-complaints

Independent Broad-based Anti-corruption Commission

Phone: 1300 735 135

Online: www.ibac.vic.gov.au

NDIS participants purchasing products and services have rights and protections under the Australian Consumer Law (ACL), including provisions on customer guarantees and unfair contract terms. Consumer Affairs Victoria provides information and advice and in some cases, dispute resolution services for customer disputes under the ACL. In addition to ACL, you can also contact the Australian Securities and Investments Commission (ASIC) if you have concerns regarding consumer protection in relation to your finances.