

About Feedback and Complaints



- This information is written in an easy to read way.



- We use pictures to explain some ideas.



- You can ask for help to read this information.



- A family member, friend or support person may be able to help you.

You can tell us what you think about:



- **ICAS**
- Our staff
- Our services



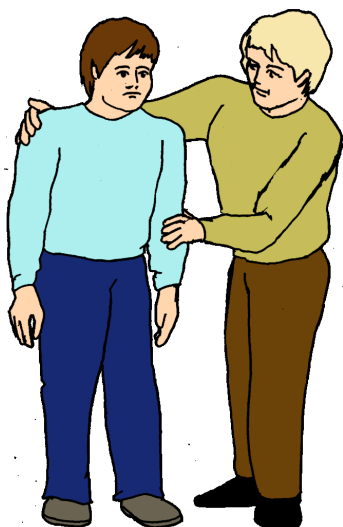
- You can say things are going well.
- This is good Feedback, for example you get the support you need, and the staff listen to you.



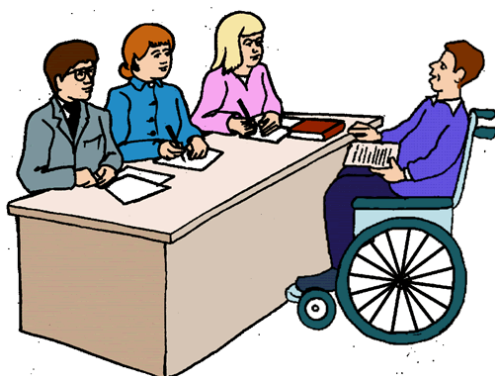
- You can say things are not going well.
- This is a Complaint, when you are not happy, we need to know about this.



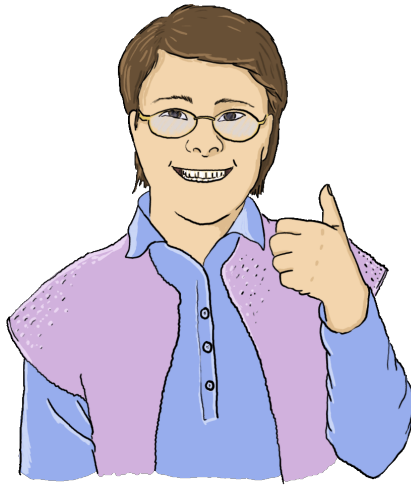
- You have the right to complain about our service.



- It is **OK** to complain and provide feedback.



- We take your feedback and complaints seriously.

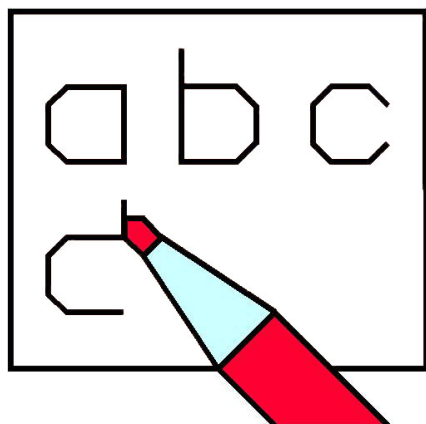


- When things go wrong, we can learn from our mistakes and make our service better.

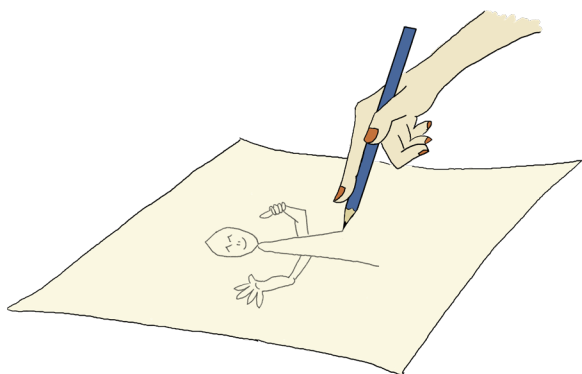
You can make a complaint in different ways



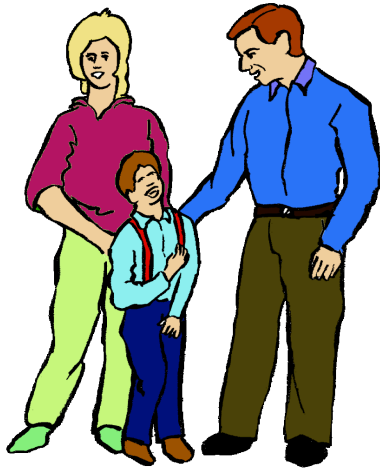
- You can **tell** someone you have a complaint.



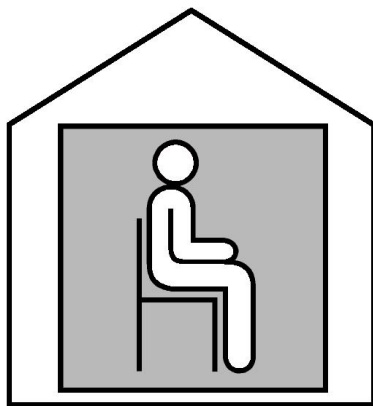
- You can **write** a complaint or use a complaint form.



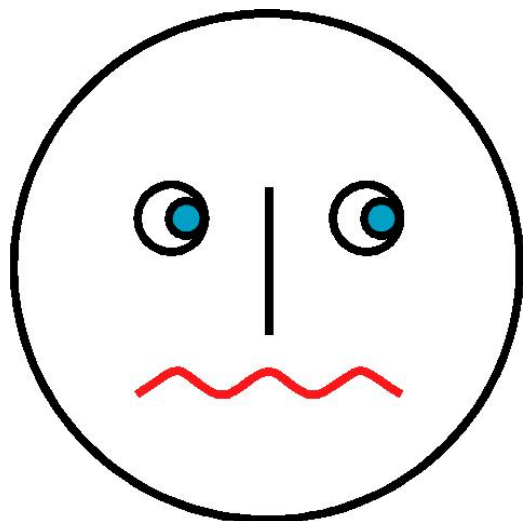
- You can **draw** a picture of what went wrong.



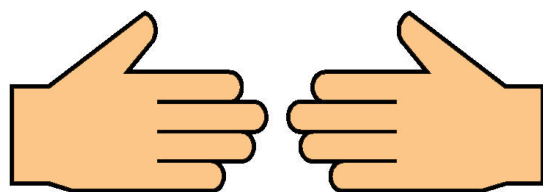
- People who support you can help you to complain.
- This means that your family, friends or other people can complain for you.



- We will keep your complaint private.
- Only people who try to fix the problem will be told about your complaint.



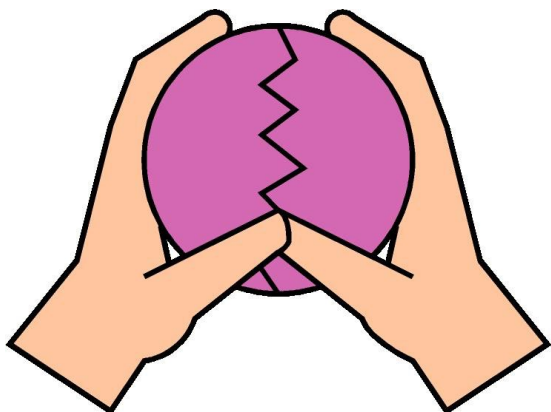
- You will not be in trouble for complaining.
- We will not make you feel bad for saying something is wrong with the service you use.



- We will be honest and fair.



- We will try to fix the problem quickly.



- We will tell you what we did to fix your complaint.



- We will work hard to make our service better.



You can also complain directly to the **NDIS Commission**.

Their phone number:

1800 03 55 44

Their Website:

[NDIS Commission website](https://www.ndis.gov.au/commission)

Your complaint will be passed on to the following people



- Sarah Smith, ICAS
Director, 0499 994
987

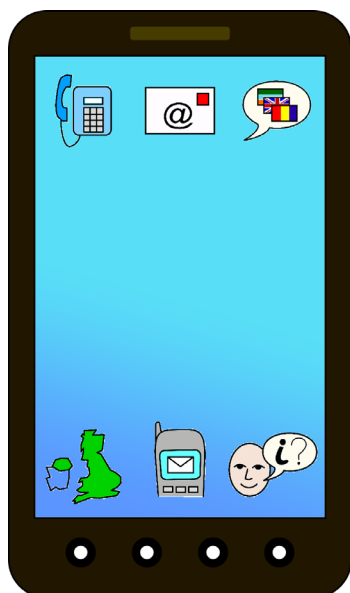


- Chris Smith, ICAS
Senior Manager,
0407 643 958



- You can choose to remain anonymous.
- You can also choose the people you do not wish to receive your complaint.

Contact us



- You can call us to speak to one of our friendly staff
07) 3385 0529