

Complaints and Feedback

About this Document

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:

- Achieve Australia



- Our Services



- Our Staff



How will we support you?

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, and 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 to the **NDIS Commission**

Their phone number:
1800 03 55 44

Their Website:
[NDIS Commission website](#)



**NDIS Quality
and Safeguards
Commission**

Achieve Australia

Contact Details

You can speak to someone at our head office:



Suite 1.01, 1 Epping Road
North Ryde NSW 2113



You can call us on:
1300 22 44 38



You can visit our website:
www.achieveaustralia.org.au