

YOUR FEEDBACK MATTERS TO US

1. COME AND TALK TO US

In person

Come and chat to us about how we can improve our service. If we are not doing so well, we would love the chance to do better. You can contact us directly using the details below.

2. SEND FEEDBACK TO US

By mail, phone, email or online

You can use our online feedback form or contact us another way. You don't need to include your name.

ONLINE: www.anglicare.com.au/contact-us

PHONE: 1800 875 153

EMAIL: yourNDIS@anglicare.com.au

MAIL: Anglicare, GPO Box 360, Canberra ACT 2601

3. COMPLETE OUR SURVEY

Your feedback helps us get better

From time to time, we send out surveys to see how our clients are feeling about our service.

We would love to hear from you too!

4. HAVE WE FIXED THINGS?

Let us know how we are doing

It can be hard to heard that we aren't doing as well as we would like and we really want to offer you the best service possible. It would help us to know if we have fixed the problems you have raised. You can do this by any of the methods listed above.

INCIDENT REPORTING



THE NEW RULES

The NDIS Commission say that some incidents involving NDIS participants must be report to them. This is to try and keep NDIS Participants safe and make sure businesses providing supports are not doing anything wrong. We have to follow this rule very carefully.



REPORTABLE INCIDENTS

The NDIS Commission say that a reportable incident is:

- a death
- a serious injury
- a sexual assault or sexual grooming
- abuse or neglect
- unauthorised use of a restricted practice



WHAT WE HAVE TO DO

If we notice something, or you tell us about something that happened to you that is a Reportable Incident, we have to contact the NDIS Commission and tell them about it.



YOUR PRIVACY

There might be times where a serious Reportable Incident has happened where we will need to give your personal information to the NDIS Commission without your consent. This would also happen if a crime has been committed and we need to talk to the police.