

# Who to contact with feedback

It is our objective to resolve your complaint, please contact us first to give us the opportunity.

If this is not possible there are external and independent avenues available to you.

## **The National Disability Insurance Agency (NDIA)**

Phone: 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

Website: [ndis.gov.au/contact](http://ndis.gov.au/contact)

## **NDIS Quality and Safeguards Commission**

Phone: 1800 035 544

Website: [ndiscommission.gov.au](http://ndiscommission.gov.au)

Email: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

## **National Disability Advocacy Program (NDAP)**

Phone: 1300 653 227 or TTY users-phone: 133 677

Website: [disabilityadvocacyfinder.dss.gov.au](http://disabilityadvocacyfinder.dss.gov.au)

## **National Disability Abuse and Neglect**

Phone: 1800 880 052

Website: [jobaccess.gov.au](http://jobaccess.gov.au)

Email: [hotline@workfocus.com.au](mailto:hotline@workfocus.com.au)

## **State Ombudsman**

New South Wales: [ombo.nsw.gov.au](http://ombo.nsw.gov.au)

Queensland: [ombudsman.qld.gov.au](http://ombudsman.qld.gov.au)

South Australia: [ombudsman.sa.gov.au](http://ombudsman.sa.gov.au)

Western Australia: [hadsco.wa.gov.au](http://hadsco.wa.gov.au)

## **National Relay Service (NRS)**

If you are deaf or have a speech impairment and need assistance to get in touch with the DNAP, contact the National Relay Service, then ask for the phone number you wish to contact.

Website: [relayservices.com.au](http://relayservices.com.au)

NRS Phone: 1300 555 727 NRS SMS: 0423 677 767

# Why is feedback important?

At United Disability Care we are committed to ensuring the safety and happiness of the people we support.

We value your opinion and it is important to get your feedback about the support we provide, we want you to know we are always listening.

When submitting your feedback we offer:

- Alternative ways for you to have your say.
- To listen to the things that are important to you.
- A promise that we are prepared to change the way we support you if there is a problem.
- To work with you, your family, carer, support person or advocate if that's right for you.

If we haven't met our commitment, or you want to report something, then we want to hear from you.

We welcome positive feedback as we love hearing that the people we support live a life that they love. We appreciate all feedback, it assists us to continuously learn and enables us to improve the services we provide.

# FEEDBACK

*Have your say*



**United DisAbility**  
[www.uniteddisability.com.au](http://www.uniteddisability.com.au)

Level 5, 35 Robina Town Centre Drive, Robina QLD 4226

4 Gerard Drive Coffs, NSW 2450

47 Adelaide Road, Gawler SA 5118

**1300 454 850**

[info@uniteddisability.com.au](mailto:info@uniteddisability.com.au)

DS IP & Technology Pty Ltd



**United DisAbility**  
[www.uniteddisability.com.au](http://www.uniteddisability.com.au)

# Your feedback is important to us



The support you access and the services you require should always be delivered in a manner that is safe, secure, caring, open and honest.

As a person living with a disability, you knowing that you have a voice is important to us.

- Feedback can be good or bad.
- A complaint tells us you have a problem and would like it resolved.
- You can tell someone if there is an issue and you can get support to do this.
- You have the right to seek advice from someone such as a support person, lawyer or an advocate.
- Your problems and concerns should be addressed.
- You should not be made to feel bad because you have concerns with the service you receive.
- Once feedback is provided, you should expect a response within a reasonable time.



## The complaints process

If you have any issues, tell us at United Disability Care first. We want to understand your needs and resolve your concerns as quickly as possible.

You can also contact your Support Worker, Service Leader or Area Manager – this is your team and they are here to help you with your issues.

We will aim to resolve your concerns, but in some situations, we need more time to investigate.

Sometimes this may mean we need to speak to other people involved, but we will keep you informed of the progress of your complaint.

We will contact you within five business days and strive to resolve your complaint within ten business days where possible.

Where we are unable to resolve your complaint to your satisfaction, we will explain why and let you know what other options are available to you.



## How to proceed

Everyone uses different methods to communicate and we have many options available that you can use to provide feedback to United Disability Care.

### How to make a complaint, give us a suggestion or provide a compliment.

- **Call:** 1300 454 850  
Contact your support worker, service leader or area manager or call directly to speak to a member of the executive team.
- **Email:** [info@uniteddisability.com.au](mailto:info@uniteddisability.com.au)  
You can write out what you want to tell us and send it as an email, we will reply.
- **Online:** [uniteddisability.com.au/feedback](https://uniteddisability.com.au/feedback)  
You can submit your feedback on our website.
- **Post:** United Disability Care,  
PO Box 3198, Robina Town Centre, QLD 4230  
Write a letter to us with what you want us to know and send it in the mail.

If you need assistance with submitting your complaint, suggestion or compliment, please contact us at United Disability Care and we will be happy to help.

