

## FEEDBACK FORM

At Identitywa we welcome feedback on the services we provide. You can help us support you better by providing your feedback.

### What are we doing well?

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### How can we improve?

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### Would you like to discuss a concern or complaint?

 Yes

Please complete the reverse side if you would like us to contact you about your feedback.



Registered NDIS Provider



# We value your views

Supporting people with disability and their families.

You can call us on 9474 3303  
[www.identitywa.com.au](http://www.identitywa.com.au)

### Contact Us

61 Fitzgerald St, Northbridge, WA, 6003  
PO Box 278, Leederville, WA, 6902  
T (08) 9474 3303 | F (08) 9474 3315  
E [admin@identitywa.com.au](mailto:admin@identitywa.com.au)  
[www.identitywa.com.au](http://www.identitywa.com.au)



## WE VALUE YOUR VIEWS

At Identitywa we're keen to hear your views on our services and we encourage you to share your feedback with us.

By sharing your views, you help us improve the way we support individuals and families. You also create an opportunity for us to improve our relationship with you and your family.

### Your Feedback

You can provide us with your thoughts and suggestions for improvement/s in three ways:

1. Talk to the relevant staff member or contact them by phone, letter or email.
2. Complete this Feedback Form and return to us.
3. Provide feedback via our online form at [www.identitywa.com.au](http://www.identitywa.com.au)

In the event that you are not happy with any part of our service, please contact our Complaints Officer:

**Phone:** 9474 3303

**Email:** [feedback@identitywa.com.au](mailto:feedback@identitywa.com.au)

**Letter:** PO Box 278, Leederville, WA, 6902

Your concern will be recorded and investigated as quickly as possible and you will be kept informed of any actions being taken to resolve your issue.

A dedicated contact person will be appointed to you to ensure you are kept informed of any decisions with regard to your concerns.

### Appeals Process

If you feel your concern has not been suitably resolved, we will advise you of further steps you can take. We can also advise you about other agencies which assist in resolving complaints.

### Your Rights

You have the right to raise any concerns you have about our services, and to have those concerns addressed. You also have a right to:

- Have a family member, advocate or friend present when talking to us.
- Have your complaint treated confidentially.
- Involve external agencies in the process.

Throughout the process you will be treated with dignity and respect.

### Tips For Raising Concerns

You can help us address your concern more effectively by doing the following:

1. **Act quickly:** Tell us as soon as possible so the facts are fresh in your mind.
2. **Be clear:** Describe the problem as clearly as possible and tell us what action you would like us to take.
3. **Focus on the problem** not the person. It may have been an innocent mistake.
4. **Keep a record:** Take notes on discussions, calls and meetings and keep any other documents relating to the matter.

For more information on Identitywa's complaints process, see our Managing Complaints Policy at [www.identitywa.com.au](http://www.identitywa.com.au)

## FEEDBACK FORM

Please complete the following if you would like us to contact you about your feedback.

Name	<input type="text"/>
Address	<input type="text"/>
Home phone	<input type="text"/>
Work phone	<input type="text"/>
Mobile	<input type="text"/>
Email	<input type="text"/>
Your signature	<input type="text"/>
Date	<input type="text"/>

No stamp is required when you post this form to:

Complaints

Reply Paid 85057, Leederville, WA, 6903

For further information about processing complaints, contact the following agencies: [Australian Consumer Law](#) | [Health Disability Complaints Office \(HaDSCO\) Midlas](#) | [People With Disabilities WA](#) | [Personal Advocacy Service](#) | [People with Disabilities](#).