

**We want to hear what
you have to say...**

Let's Have a Chat



**You can fill out
and send us the
form in this
booklet or
you can call us on
08 94743303.**



Let's Have a Chat



Feedback or a complaint can be about anything to do with Identitywa, a person or something else.

You have the **right** to:

- Have a family member, advocate, or friend with you when talking to us.
- You do not have to tell us your name



This is important

You have the right to be heard and to tell others:

- You are unhappy
- Something isn't right
- You need something to change



If you are unhappy with any part of this service and would like to talk to someone at Identitywa:

Phone: 08 9474 3303

Email: feedback@identitywa.com.au



If you are not happy with how Identitywa has responded to your complaint, you can also complain to:

- NDIS Quality and Safeguards Commission
- **Visit the NDIS website**
<https://www.ndiscommission.gov.au>
or Free Call: 1800 035 544

Name: Phone:

Address:



Are you happy with the service?

Tell us what you like?

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How can we do things better?

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.....
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.....



Are you unhappy with anything?

Yes No

Tell us what it is you are unhappy about?

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.....
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.....



Post your Feedback form to this address:

Complaints
Identitywa
PO Box 278
Leederville, WA 6902

Head Office
61 Fitzgerald Street, Northbridge
www.identitywa.com.au