



Complaints and Feedback





About this book

This book is written by Identitywa.
When you see the word **we** it means Identitywa.



This book is written so it is easy to read.
The first time we use hard words we write them in **blue**. Then we explain what the word in **blue** means.



You can get someone to help you:

- read this book
- know what this book is about.



You can ask for more information.

We want you to:



Tell us what you think about Identitywa services.



Tell us if something is not right with our services.



Feedback can be something good you tell us about our services.

It can also be something bad you tell us about our services, we call that a **complaint**.

It can be 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 not happy
- Something is not right
- You need something to change



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

Phone: 08 9474 3303

Email: quality.feedback@identitywa.com.au



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

NDIS Quality and Safeguards Commission

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

Your Name:

Your Phone:

Your Address:



Are you happy with the service

at Identitywa?

Yes No

Tell us what you like about the
service at Identitywa:

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.....
.....



How can we do things better at Identitywa:

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Are you not happy with anything

at Identitywa?

Yes No

Tell us what you are not happy about:

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You can fill out the form in this booklet and send it to:

Feedback

Identitywa

PO Box 278

Leederville, WA 6902.



If you prefer to call and tell us,

dial 08 9474 3303 and ask to speak to

the Feedback & Complaints Officer.

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