

Our team love to know what we're doing well and the chance to find out where we can improve our services.

Ability Centre knows it can be difficult to give feedback or make a complaint. To help make it easier we want you to know:

- You have the right to ask questions and tell us how we might improve our services, including by making a formal complaint
- We will always listen and take your comments seriously
- Making a complaint will not go against you and it will not affect you or your family member being part of any Ability Centre program or service now or in the future
- We aim to sort out any concerns or complaints quickly, fairly and confidentially
- Ability Centre will investigate your complaint and let you know what steps we are taking to resolve it
- Any feedback or complaint that involves a staff member will be directed to their Manager

Providing a compliment or registering a complaint

It is often best to talk directly to the team member you are in regular contact with. Alternatively you can also:

- Complete this form and return via mail or hand in person at one of our Ability Centre locations
- Complete this form online and return via email
- Call **1300 106 106** to speak with a Manager or General Manager
- Contact the Customer Experience Manager via email info@abilitycentre.com.au or **1300 106 106**

Help us to improve by rating the following:
(Please indicate your response below)

1	Access to services and information	Excellent	Good	Average	Poor	Very poor
2	The time frames in which your service is delivered	Excellent	Good	Average	Poor	Very poor
3	The coordination of the service/s you receive	Excellent	Good	Average	Poor	Very poor
4	The skill level of the staff who support you	Excellent	Good	Average	Poor	Very poor
5	The way staff communicate with you	Excellent	Good	Average	Poor	Very poor
6	The flexibility of services to meet your needs	Excellent	Good	Average	Poor	Very poor
7	The level of respect you receive from staff	Excellent	Good	Average	Poor	Very poor
8	Your involvement in making decisions and directing your services and supports	Excellent	Good	Average	Poor	Very poor
9	The way any concerns or complaints you may have had were managed	Excellent	Good	Average	Poor	Very poor
10	If you are a family carer, the way you are involved and kept informed	Excellent	Good	Average	Poor	Very poor
11	Overall satisfaction of service/s you receive	Excellent	Good	Average	Poor	Very poor

Is there a particular team or team member you would like to provide a compliment to?

What do you want to tell us?

What would you like to happen as a result of your feedback or complaint?

Your details

If you would like to remain anonymous, please leave this section blank. Your name and contact details are important so we can follow up with you.

Name

Daytime Phone no.

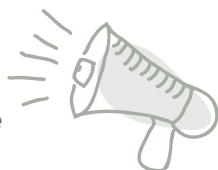
Address

If this feedback relates to a customer receiving services at Ability Centre, please complete the following:

Customer's name

Customer's residence

Your relationship to the customer



Thank you for taking the time to give us your feedback.

Ability Centre is committed to ensuring that our customers, and their families and advocates, are encouraged to provide constructive feedback about the organisation or services they receive.

Ability Centre treats all personal information in a private manner. Any information submitted via this feedback form will only be used for the purpose of improving its available services, service delivery or processes.

Office use

Date received

Complaint handled by

FF/D 032018.01

If you would like advocacy support to provide feedback or make a complaint the following organisations can assist you:

People with Disabilities WA Inc.

T 08 9485 8900
Freecall (Country) 1800 193 331
National Relay Service 133 677
info@pwdwa.org
www.pwdwa.org

Individual Disability Advocacy Services (IDAS)

T 1300 648 655
TTY 08 9470 2831
idas@sscls.asn.au
www.sscls.asn.au

If you would like advocacy support and require interpreter services the following organisation can assist you:

Ethnic Disability Advocacy Centre Inc. (EDAC)

T 08 9388 7455
Freecall 1800 659 921
admin@edac.org.au
www.edac.org.au

If you are unsatisfied with how we have resolved your complaint the following organisations can be contacted:

Department of Communities

T 08 6217 6888
Freecall: 1800 176 888

Health and Disability Services Complaints Office

T 6551 7600
Freecall 1800 813 583
www.hadsco.wa.gov.au

Complaints Resolution and Referral Service

Abuse and Neglect Hotline
(Disability Employment Service Complaint Hotline)
T 1800 880 052

Ability Centre

We value your feedback.

Ability Centre

Tel 1300 106 106

Email info@abilitycentre.com.au
abilitycentre.com.au