

Your Feedback

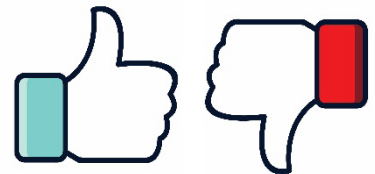
Senses Australia wants your feedback so we can make your services better.



You can tell us what you think about your services with Senses Australia.



Your feedback can be good or bad and will help us to improve our services.



You can provide feedback in one of the following ways

- Talking directly to the Senses Australia person who supports you in person, over the phone or via email; or
- Phone our office on 1300 111 881; or
- Send us an email to feedback@senses.org.au or a letter to Senses Australia Head Office, PO Box 143, Burswood 6100; or
- Fill in the form on our website www.senses.org.au/contact-us/feedback-on-my-services/



Your Feedback

If you provide your contact details, we will respond to your feedback.



All information will be kept private and only discussed with those who need to know.

Complaints will be responded to within 5 working days.



Senses Australia will:

1. Listen to your feedback.



2. Try to fix your problem as soon as possible.



3. Keep you updated on the progress of your feedback .



4. Work with you to let you know what steps we can take to resolve your issue.



If you are still unhappy, you can contact an external agency or advocate to help resolve your issue.



Your Feedback

Senses Australia reports all complaints to the Health and Disability Services Complaints Office (HaDSCO).

HaDSCO is an independent authority which collects information about complaints in disability services and if necessary, provides an impartial resolution service. You can report any complaint directly to HaDSCO at <https://www.hadsco.wa.gov.au/home/>



You can report complaints about your NDIS services directly to NDIS commission through the website

<https://www.ndiscommission.gov.au/about/complaints>

or by phoning 1800 035 544

