

## Why give us feedback?

To tell us if you are happy and think we are doing a good job

To tell us if you are not happy about something and want to give us a chance to fix it

## Who can help you put in feedback?

Anyone can help you give feedback or make a complaint

## What do you do if you are unhappy about something at Intelife?

We value your feedback – including compliments, comments, suggestions and complaints.

Your feedback can give us good information about how to improve our services.

You can put in feedback by

- using the online form on our website <https://intelife.org/p/feedback>
- filling out a Feedback Form at any of our offices
- telling someone at Intelife you want them to put feedback in for you
- phoning any of our offices or by writing an email to [feedback@intelife.org](mailto:feedback@intelife.org)
- writing a letter and address it to Intelife Feedback and send it to any of our offices

## What will happen if you make a complaint?

- We will treat you fairly and help you feel comfortable during the process. If you would rather speak in your own language, we can arrange an interpreter to assist.
- We will acknowledge your complaint within one day of receiving it and then talk to you every ten days while we investigate to find out what happened and why.
- If we made a mistake we will say sorry and explain what went wrong. Then we will try to make sure things get better.

## What if you are not happy with our response?

You can contact:

- A Disability Advocate to talk about your complaint. [Disability Advocacy Finder](#)
- The NDIS Commission on 1800 035 544 or visit [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- The Health and Disability Services Complaints Office (HaDSCO) on 6551 7600 or 1800 813 583 or filling out a form on their website – [www.hadSCO.wa.gov.au](http://www.hadSCO.wa.gov.au)

If you are receiving employment services you can also contact:

- The [Complaints Resolution and Referral Service \(CRRS\)](#) on **1800 880 052** to discuss any concerns you may have about your Disability Employment Services (DES) provider, Australian Disability Enterprises (ADE) and/or Advocacy Services that are funded by the Australian Government
- The [National Disability Abuse and Neglect Hotline](#) is for reporting abuse and neglect of people with disability. They can be contacted by email on [hotline@workfocus.com](mailto:hotline@workfocus.com) or by visiting the website at [Disability Hotline](#) or Call **1800 880 052** (toll free) and speak with an experienced Hotline staff member