



**Help us get better at  
what we do**

**Complaints**

**Suggestions**

**Compliments**

# GIVE US YOUR FEEDBACK

## **A complaint**

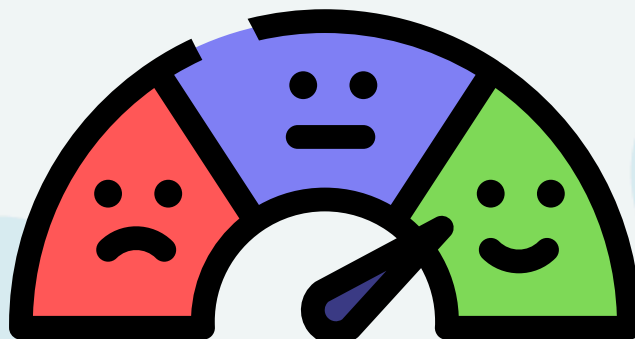
A complaint is feedback you give us if you are unhappy with our service and you would like us to try to find a solution to the problem.

## **A suggestion or compliment**

A suggestion or compliment is an opportunity for you to share a comment, opinion or idea about how we can improve something.

## **Who can give feedback?**

Anyone can give feedback or make a complaint including clients, families, advocates or others.



## **4 Ways you can help us improve**

Discuss the issue or suggestion with the staff member who is directly involved.

Discuss the issue with a Manager.

Complete a Complaints and Feedback Notification Form. This form is on our website and it can also be sent to you or picked up from your Cre8Away team member.

Phone calls, letters and emails are also welcome.

## **Can someone help me give me feedback?**

You can choose a person to support you with your complaint or feedback. This person can be a friend, family member, staff member or an advocate from another organisation.

# What will happen

Cre8Away is committed to resolving complaints in an ethical, confidential, timely, transparent and fair way.

We view feedback as a positive opportunity to improve the quality of our services and operations, and to strengthen relationships with our customers and with our community.

Complaints are treated confidentially. Only the people who need to help find a resolution will be involved. Our team ensures the processes are followed in an appropriate and timely manner.

## How long will it take us to resolve the complaint?

The target for finalising complaints is within 14 days from receiving the complaint. We will be in contact with you throughout the resolution process.



# CONTACT US



[www.cre8away.com.au](http://www.cre8away.com.au)



[info@cre8away.com.au](mailto:info@cre8away.com.au)



1300 289 000



Request a meeting

# COMPLAINTS AND FEEDBACK ARE WELCOME



Other organisations you can contact  
if you're unhappy with how  
Cre8Away has handled your  
complaint.

Whilst we would always prefer to resolve  
your complaint directly, you are also able to  
make a complaint to any of the following  
outside agencies.



## **NDIS Quality and Safeguards Commission**

Phone: 1800 035 544

Web: [ndiscommission.gov.au](https://ndiscommission.gov.au)

## **National Disability Insurance Agency**

GPO Box 700 Canberra ACT 2601

Phone: 1300 362 072 TTY: 1800 555 677 then ask for 1800 800 110

Email: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

## **NDIA Fraud Reporting Hotline**

Phone: 1800 650 717

Email: [fraudreporting@ndis.gov.au](mailto:fraudreporting@ndis.gov.au)

## **Australian Human Rights Commission**

Level 3, 175 Pitt Street, Sydney NSW 2000

GPO Box 5218, SYDNEY NSW 2001 Phone: (02) 9284 9888

Complaints Infoline: 1300 656 419 TTY: 1800620 241

Email: [complaintsinfo@humanrights.gov.au](mailto:complaintsinfo@humanrights.gov.au)



## **Multicultural Disability Advocacy Association (MDAA)**

10-12 Hutchinson St, Granville NSW 2142

PO Box 884 Granville NSW 2142

Phone: (02) 9891 6400

Toll Free Phone: 1800 629 072

Email: [mdaa@mdaa.org.au](mailto:mdaa@mdaa.org.au) Web: [www.mdaa.org.au](http://www.mdaa.org.au)

## **People With Disability Australia**

PO Box 666 Strawberry Hills NSW 2012

Tower 1, Level 10, 1 Lawson Square Redfern NSW 2016

Phone: 02 9370 3100 Toll Free: 1800 422 015 TTY: 02 9318 2138

Toll Free: 1800 422 016 Email: [pwd@pwd.org.au](mailto:pwd@pwd.org.au)

## **Telephone Interpreter Service**

Phone: 13 14 50

## **National Relay Service**

Phone: 133 677

Web: [www.relayservice.gov.au](http://www.relayservice.gov.au)

