
**WE ALL NEED
PEOPLE WHO
GIVE US
FEEDBACK THAT
IS HOW WE
IMPROVE.**

**WE ARE BETTER WHEN
WE WORK TOGETHER**

CONTACT



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**BETTER
TOGETHER**

HOW WE CAN DO
THINGS BETTER

FEEDBACK VS COMPLAINTS

Feedback is when you tell us how we can support you better and what things you like and don't like. You can also tell us options to make the organisation better.

Complaint is where you write down what is unacceptable and needs to change.

Both feedback and complaints are how we can improve Better Together.

IT'S OK TO COMPLAIN



HOW TO COMPLAIN

- Write down your complaint/ feedback on our forms (we can help fill them out with you).
- Post, email or hand in the complaint or suggestion form to the Managers or Management Committee (via email).
- Management will do an investigation into your complaint.
- Management will communicate with you the progress of your complaint.
- They will follow the feedback and complaints policy and procedure. Our goal is to make sure you are satisfied with the outcome.
- All complaints and suggestions are communicated with Committee Board.

STEPS for who to talk to:
1: Talk to your Lifestyle Coach
2: Talk to the Manager
3: Talk to the Committee Board

You can also get an Advocate

YOU DO NOT HAVE TO FEEL SCARED ABOUT MAKING A COMPLAINT

If you are unsatisfied with Management's response to the complaint you are able to escalate the complaint to the Committee or to the NDIS. You can also contact the NDIS commission at any point if you need. We can also have a Advocate assist you. Better Together can help you get one if you want.

NDIS: 1800 800 110

ADVOCACY:

SUFY (07) 3255 1244

Queensland Advocay

Incorporated: (07) 33844420

