



Feedback and Complaints

Thank you for taking the time to provide feedback on your experience with us. We welcome and value your feedback as this helps us to improve our service. We take all complaints seriously and we will do all we can to resolve any issues as soon as possible.

Please mark the box to indicate your response to the following questions and leave blank if not applicable.

	<i>Always</i>	<i>Most of the time</i>	<i>Some of the time</i>	<i>Not at all</i>	<i>Not sure</i>
Is our service meeting your needs?					
Do you have a better understanding of what services and supports are available to you?					
Do you feel as though you have been provided with choice and control by your Oakwood practitioner?					
Did you feel supported to set your own goals and work towards achieving them?					
Do you feel as though you have a better understanding of the NDIS processes since working with Oakwood?					
Would you recommend Oakwood Wellbeing and Support to others?					

Do you have any further comments about the questions above? What can we do to improve our service?

How do you feel about the staff at Oakwood Wellbeing?

- Very competent
 Competent
 Not competent
 Very friendly
 Friendly
 Not friendly



In what areas could staff improve to meet your needs?

- | | |
|--|--|
| <input type="checkbox"/> Job expertise/level of skills | <input type="checkbox"/> Cultural knowledge and skills |
| <input type="checkbox"/> Communication and listening skills | <input type="checkbox"/> Providing access to information |
| <input type="checkbox"/> Maintaining privacy and confidentiality | <input type="checkbox"/> Behaviour and attitude |
| <input type="checkbox"/> Efficiency and response times | <input type="checkbox"/> Providing feedback |
| <input type="checkbox"/> Working with other agencies | Other: _____ |

Other comments or feedback:

If you would like to discuss any matters raised in the feedback form, please provide your name and contact in the space below:

NDIS Quality and Safeguards Commission

If you would like to escalate your complaint then you should seek further advice from the NDIS Quality and Safeguards Commission. A complaint can be made to the NDIS Commission by:

Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

Completing a complaint contact form available on the NDIS Commission and Safeguards website

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

Thank you for taking the time to complete our feedback form.

If you could hand this back to your Worker, scan and email to oakwoodwellbeing@gmail.com or post back PO Box 213 Ulverstone, TAS, 7315.