



PROFESSIONAL
ASSISTANCE
for **L**IVING

Equipment with expertise...

Feedback & Complaints

Your feedback is important to us.
Follow this easy guide to let us
know about your experience.

Your feedback is important

To give you the best service, we need your feedback. Feedback can be compliments, comments or complaints.



We love to hear compliments. That means we are getting it right. If you are happy, we are happy!



If you are not happy, tell us. It's OK to complain. We won't be angry. So don't be shy. We need to know how you feel and it will help us to do better!

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

The NDIS Quality and Safeguards Commission (NDIS Commission) is an independent agency established to improve the quality and safety of NDIS supports and services. The NDIS Commission regulates NDIS providers, resolves problems and identifies areas for improvement. As a registered NDIS provider, we must meet various practice standards, codes of conduct and complaints management systems.

Submitting your feedback

We will often ask you for feedback. You can also comment or complain at any time. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible. We will aim to resolve your concern or complaint effectively.

You can use this brochure, phone us, or ask our staff to help.

You can also complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

This information is part of our Complaints Policy and Procedure. If you wish to read the entire policy, please ask for a copy.

Get help to complain

You can ask for help in submitting a complaint to us. Talk to:

- > our staff
- > your family or friends
- > an advocate
- > the NDIS Commission.

An advocate is someone who can help speak up for you. The National Disability Advocacy Program can help you find an advocate.

Email: disabilityadvocacy@dss.gov.au

Visit: <https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Tell us what you think

Submit your feedback directly to us.

Email us: info@pafl.com.au

Write to us: Professional Assistance for Living
48 Glanville Street, ETHELTON SA 5015

Phone us: 0434 339 910

The NDIS Commission

If you have a serious complaint, you can tell the NDIS Commission. You don't have to talk with us.

Visit: www.ndiscommission.gov.au

Phone: 1800 035 544

TTY: 133 677



Provide your comments here

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Name:

Contact:

Return this form to: 48 Glanville Street, ETHELTON SA 5015

Or contact us

Phone: 0434 339 910
Email: info@pafl.com.au
Visit: www.pafl.com.au