

## *your* Feedback

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

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. 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.

This information is part of the *Feedback, Compliments and Complaints Policy and Procedure*. If you wish to read the entire policy, we are happy to provide a copy.

## *it's OK to* Complain!

### **Tell us what you think.**

Write to us:

Bamboo Home Support  
23 Kent Road Macdonald Park SA 5121  
Phone us: 08 7081 4142

### **Contact the NDIS Commission**

web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
phone: 1800 035 544  
TTY: 133 677.

### **Contact My Aged Care**

web: [www.myagedcare.gov.au](http://www.myagedcare.gov.au)  
phone: 1800 200 422  
TIS National: 131 450 and ask for 1800 200 422  
Interpreters can be arranged.

### **Advocates can help you complain**

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or write to:

Disability, Employment and Careers  
Group  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

Or search "disability advocate" online.

## Bamboo Home Support



