

## HOW TO CONTACT US



### IN PERSON AT OUR OFFICES

#### 121 Care

2/33 Sixth Avenue,  
Cotton Tree, Qld, 4558.

#### Guardien Group

70 Old Cleveland Road, Capalaba,  
Qld, 4157.

#### Colville Lodge

38 Colville Street, Highgate Hill,  
Qld, 4101.

#### Winston House

44 Myall Street, Gympie  
Qld, 4570.



#### EMAIL

[Contact@121care.org.au](mailto:Contact@121care.org.au)



#### PHONE

(07) 5443 9777



#### COMPLETE THE FORM ON THE WEBSITE

[121care.org.au](http://121care.org.au)

2-GOV-PRO-003-009

If you are unhappy with how we handled your complaint you are also able to make a complaint to any of the following external agencies:

#### NDIS Quality and Safeguard Commission

PH: 1800 035 544

#### Dept of Communities Disability Services & Seniors

PH: 1800 080 464

#### Office of the Public Guardian

PH: 1300 653 187

#### Qld Human Rights Commission

PH: 1300 130670



Registered NDIS Provider

#### 121 Care

2/33 Sixth Avenue  
Cotton Tree, Qld 4558.

Phone: (07) 5443 9777

Fax: (07) 54434141

Email: [Contact@121care.org.au](mailto:Contact@121care.org.au)

## 121 Care

### CHOOSE THE LIFE YOU LOVE

GIVING FEEDBACK  
AND MAKING  
COMPLAINTS

## YOUR FEEDBACK HELPS US DO BETTER



PH: (07) 5443 9777

# YOUR FEEDBACK HELPS US DO BETTER

**LET'S  
TALK!**



All feedback is important to us as it helps us to find solutions, improve our services or recognise good performance. There are different types of feedback you can give us

## Complaints

This is feedback you can give if you are unhappy or concerned about what we have done or the service we provide, or if you think we are doing something wrong.

## Suggestions or Compliments

This is feedback you can give if you think we can do something better, or if you think someone has done a good job.

**ANYONE CAN MAKE A COMPLAINT OR PROVIDE FEEDBACK INCLUDING FAMILIES, ADVOCATES AND YOUR SUPPORT STAFF**

## How do I give feedback or make a complaint?

You can speak directly with the staff involved, or contact the office to speak to a Manager

You can also ask a friend, carer, family member or someone else you trust to support you with your complaint or feedback

If you don't feel comfortable to talk with the staff member, or you are unhappy with their response, you can make a formal complaint in any of the ways listed on the back page

## Advocates

An Advocacy service can assist you to make a complaint.

**Contact**  
People with Disability Australia  
PH: 1800 422 015

## What happens when I make a complaint?

- We value your feedback and take your complaint seriously.
- We will not make fun of you or treat you badly for making a complaint and we will always keep your information confidential.
- We can provide you with support to work through the complaints process if you need
- We will keep you informed about the progress of your complaint and what we are doing to resolve your complaint
- We will work to resolve your complaint as quickly as possible and let you know the outcome