

Feedback and Complaints



We want to know what you think about Irabina.

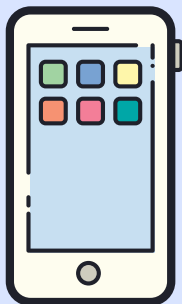
This helps us to do things better.

You can give good feedback or make a complaint any time you want to.

How to give feedback or make a complaint:

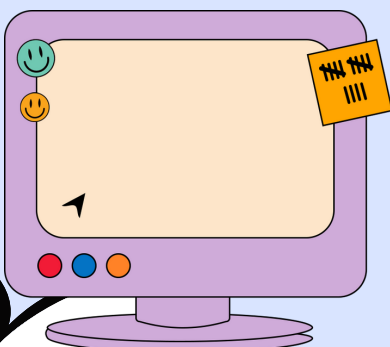


You can talk face-to-face with an Irabina staff member.



You can call somebody you know at Irabina.

Or you can call our head office on: 9720 1118 and ask to speak with a Senior Manager.



You can fill in a form on our website:

www.irabina.com/feedback-and-complaints

You can send an email to:

feedback@irabina.com

More Information



It is OK to ask anyone you trust to help you give feedback or make a complaint.



We can arrange for you to have an interpreter.



Irabina will contact you within 5 working days after hearing about your complaint.

- We will treat you fairly when you give us feedback and it won't affect your services.
- Irabina has a policy with more information about feedback and complaints.
- You can ask to look at this policy. You can also ask someone to explain the policy to you.
- You can contact these organisations if you are not happy with our response.

1. NDIS Quality and Safeguards Commission
Ph: 1800 035 544 Email:
contactcentre@ndiscommission.gov.au

2. National Disability Insurance Agency
Ph: 1800 800 110 Email: feedback@ndis.gov.au

3. Disability Services Commissioner
Ph: 1800 677 342

