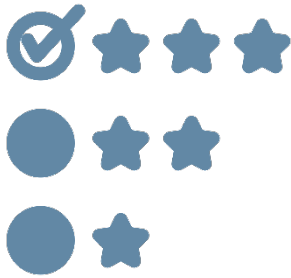




**You can give us feedback or make a
complaint.**



The staff at Microboards Australia will make sure you always feel safe when you get help from them.



Why do we like feedback and complaints?

We like to get feedback to make sure the services you receive are good.



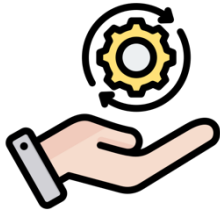
You can tell us if you like our services. This is often called giving feedback.



Feedback is when you want to tell us anything about your support that you want us to keep doing or to change.

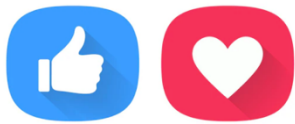


You can tell us if you do not like our services. This is often called making a complaint.

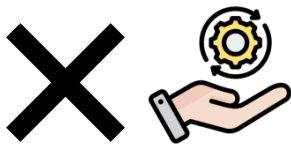


A complaint is when you tell us you don't like something and want us to help you or someone else differently.

What happens when you give feedback or complain?



We like to know if you are happy or not happy. This way we can do something to make sure the services you receive are good.

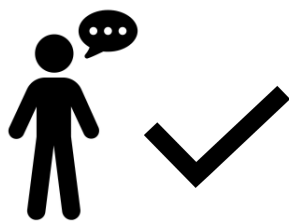


If you say you are not happy, we will do everything we can to make the services better.

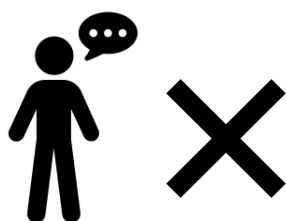


KEEP GOING

Your support will keep going.



Telling us what you are happy with helps us improve what we are doing.



Telling us what you not happy with also helps us improve.



We will continue to have a good relationship with you if you tell us good things or bad things about our service.



Personal information about you will not be shared with anyone without your **consent**.



Consent means saying yes to sharing information with others.

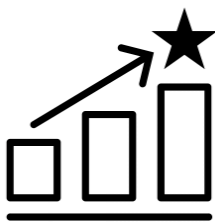
When you tell us what you like or do not like about our service we will:



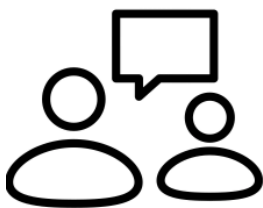
Read or listen to what you say and write it down.



We will talk about what you said in our meetings.



We will make plans to improve our support for you or others.



We will let you know what we are doing to improve if you want us to



We will keep talking to you until you feel good about what we are doing to help you or other people.

How do I give feedback or complain?



We ask the people we support every year about what they are happy with or not happy with.

We do this by:



phone calls



sending surveys to you or your supporters



asking you if you are happy with your support when talking to you



- looking at your support and talking about it as a team

You can also give feedback and complain by:



Sending an email to:

admin@microboard.org.au



Speaking to someone on the phone

Calling 0428 258 835



Speaking to one of our staff, when you are with them.



Filling out a form. The forms can be found here:

<https://microboards.org.au/about/service-info/>



Contacting the NDIS Commission by phone on 1800 035 544.



Having a person that you choose, talk to us for you.



If you need help to tell us what you like or don't like about your support, we will help you.



You can also ask someone you know to help you. You can ask:

a family member,

friend,

one of your paid support people



You can also ask someone you know to contact a person called an advocate.

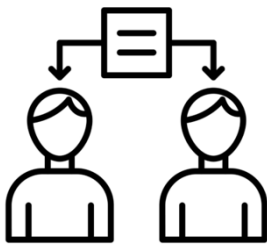
An advocate is a person who you may not know but is paid to help you get the support you need and tell others about your rights.



You can ask someone else to email us, call us or fill out a form if this is better for you.



You can tell them what you want to say.



Your supporter can then talk to us or write down what you want to say and share it with us.