Feedback Form

Name (optional) : .....

Service Location: .....

Please provide a summary of your feedback:

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If you would like a response,
please provide your contact details:

Phone: .....

Email: .....

Address: .....

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OUR PURPOSE

The quality of life of people with disabilities and their families is enhanced by our support.

OUR VALUES

Always empowering
Always respecting
Always connecting
Always creating

For more information on our services, phone **1300 135 886** or scan to visit **multicap.org.au**

PART OF vertaview group

MULTICAP
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MAC-582

MULTICAP SERVICES

Feedback and Complaints



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We want to hear from you

At Multicap, we are committed to enhancing the quality of our services and support. By sharing your feedback, you can help us understand what we are doing well, and where we can improve.

What is Feedback?

Feedback can be anything from: a compliment about a good experience you've had with us, suggestions for improving services or support received, or a complaint about something you are unhappy with

Who can provide feedback?

Anyone can provide feedback, including customers, their families, other people with disability, community members or advocates.



How to get in touch

Talk to your local Multicap team member

Phone us on 1300 135 886

Email us at feedback@multicap.org.au

Write to us by completing this form and mailing it to:

Feedback at Multicap
PO Box 4013
Eight Mile Plains QLD 4113

To submit feedback online, scan this QR code

Want to share an idea? Submit it in our Ideas Hub

What happens next?

We value your feedback.
That's why we take steps to ensure:

- your feedback is heard
- all matters are treated fairly and confidentially
- we work with you to get the best outcome possible
- we address any issues raised quickly
- we learn from feedback we receive
- we continue to improve

Feedback outside of Multicap

If you wish to give any feedback about Multicap, we encourage you to speak to us in the first instance. If you prefer to raise a matter with someone else, you can contact the below:

If you are an NDIS participant, contact:

NDIS Quality and Safeguards Commission
P: 1800 035 544 | TTY 133 677
W: ndiscommission.gov.au

Ask Izzy Disability Advocacy
W: askizzy.org.au/disability-advocacy-finder

If you are an aged care customer, contact:

Older Persons Advocacy Network
P: 1800 700 600
W: opan.org.au

Aged Care Quality & Safety Commission
P: 1800 951 822
E: info@agedcarequality.gov.au
W: agedcarequality.gov.au

Other contacts:

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships
E: feedback@communities.qld.gov.au
W: communities.qld.gov.au

Department of Social Services
E: complaints@dss.gov.au
W: dss.gov.au

NSW Government Ombudsman
P: 1800 451 524
W: ombo.nsw.gov.au/contact-us

Office of the Public Guardian
P: 1300 653 187
W: publicguardian.qld.gov.au

Queensland Human Rights Commission
E: enquiries@qhrc.qld.gov.au
W: qhrc.qld.gov.au