

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:

Boomaroo Plan Management
38 Deakin Pde
Tomakin NSW 2537
Australia

Phone us:

0492 853 012

Contact the NDIS Commission

web: www.ndiscommission.gov.au

phone: 1800 035 544

TTY: 133 677.

Interpreters can be arranged.

What is a Disability Advocates role?

An advocate can help you/people with disability

- Sort out problems
- Make decisions
- Make a complaint
- Understand information
- Uphold your/their human rights

Relevant services in local areas can be found using the Disability Advocacy Finder online



BOOMAROO
PLAN MANAGEMENT



FEEDBACK POLICY
Compliments and Complaints

