

Feedback and Complaints Form



We do our best to be the very best and we can only do that with your feedback.

We encourage anyone to contact us about their experiences with Ability Options, both good and bad. This helps us to improve our services for everyone. There are different ways you can tell us about your feedback or complaint:

- Fill out this paper form
- Give us a call – 1300 424 454
- Fill out the online form on abilityoptions.org.au or
- Speak to an Ability Options staff member at any of our sites

Is this feedback or a complaint?*

Feedback Complaint

Tell us about your experience?*

First Name: _____ Last Name: _____

Email: _____

Phone: _____

If this is a complaint or you would like us to make sure that we follow up on your feedback please share your email address or phone number.

Thank you. If you have provided your contact details, we look forward to getting in touch with you within one business day.

Feedback and Complaints Form



Important Information

You can choose to be anonymous (remain unknown to us) through the process. However if it is a complaint or you would like us to reach out to you, we will need your contact details. Please know that we will treat your information confidentially and keep you informed about what we are doing throughout the process. If there is a need to share the information you have provided with other relevant people, we will first ask you.

What is feedback?

Thoughts or concerns that may not require a response from Ability Options. It can also include ideas to improve the way we do things.

What is a complaint?

Any unhappiness, frustration or discontent about Ability Options related to its services or service quality, decisions, policies, procedures, charge or fees, employees or the complaint handling process itself. Complaints may be simple, complex or serious. When a complaint has been submitted, Ability Options is committed to listening and responding in a timely manner.

Would you prefer to speak to someone outside of Ability Options?

If we cannot help you with a problem and you are unhappy about this, you can call someone who does not work for the Ability Options Community, including:

NDIS Quality and Safeguard Commission

Phone: 1800 035 544

Website: www.ndiscommission.gov.au

Registrar of Community Housing

Phone: 1800 330 940

Website: www.rch.nsw.gov.au/contact-us

iCare (for LTC funded participants)

Phone: 1300 738 586

Aged Care Complaints Commissioner

Phone: 1800 550 552

Website: www.agedcarecomplaints.gov.au

The NSW Ombudsman

Phone: 1800 451 524

Website: www.ombo.nsw.gov.au

✉ Ability Options
Attn: Quality, Practice and Outcomes
Suite 1.14, 29-31 Lexington Drive
Bella Vista NSW 2153

✉ feedback@abilityoptions.org.au

☎ 1300 424 454

🌐 abilityoptions.org.au