

It's OK to complain.

You can complain about the service or supports, or if anything is making you scared or worried. Your complaint is private and confidential.



Complaints are good

Feedback helps us with continuous improvement



You won't get into trouble

Its important to let us know if you are not happy with our service



You can ask for help

We can put you in touch with someone to support you



We will let you know

We will let you know how your complaint is going



NDIS

Flexible disability services



Out of Home Care

Carer and placement support



Seniors Support

Social support for seniors



Training & Employment

Advice and guidance



Volunteering

Make the difference

NT Friendship & Support Inc.

Katherine: 3/20 First Street

Katherine NT 0850

Alice Springs: Sandbox - Fan Arcade

Alice Springs NT 0870

Phone: 08 8971 0027


E-mail: admin@ntfriendship.org.au

Website: www.ntfriendship.org.au


What if I have a complaint?



What Is your complaint about




Tell us what has made you unhappy (your complaint)




What would you like to happen

Your first steps


Have you let us know that you are not happy?




Do you have an advocate?



What we will do.....




We will investigate your complaint



And send you letter to let you know we have received your complaint and try to sort it out in 10 days



1800 800 110, or fill out the form on their website (ndis.gov.au).



myagedcare.gov.au
1800 550 552

Commonwealth Ombudsman



www.ombudsman.gov.au
1300 632 072
Indigenous line: 1800 060 789



NT.GOV.AU



NT Ombudsman
www.ombudsman.nt.gov.au
1800 806 380