



Welcome Note/ Key Contacts

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.

Tell us what you think.

Write to us:

Yahweh Care
2/19 Campbell St, Blacktown NSW 2148, Australia
Phone us: (02) 8325 1616

Contact the NDIS Commission

web: www.ndiscommission.gov.au
phone: 1800 035 544
TTY: 133 677.
Interpreters can be arranged

Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

Email them at: disabilityadvocacy@dss.gov.au



W www.yahwehpc.com.au
www.yahwehcare.com.au

📍 Suite 2, 19 Campbell Street,
Blacktown NSW 2148.

✉ info@yahwehpc.com.au

☎ 1300 925 355
02 8325 1616
ABN: 52 654 592 686





Or write to: Disability, Employment and Carers Group
Department of Social Services GPO Box 9820 Canberra ACT 2601
Or search "disability advocate" online.

Compliments and complaints to give you better services, we need your feedback. Feedback can be compliments, comments or complaints. We love to hear compliments. That means we are getting it right. If you are happy, we are happy! If you are not happy, tell us. It's OK to complain. We won't be angry. So don't be shy. We need to know how you feel. Help us to do better! We will always listen and reply to complaints, as quickly as possible. You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

You can provide feedback here

Get help to complain

- From our Workers
- From your Family or Friends
- From an Advocate
- From the Ndis Commission

Advocates

An advocate is trained to speak for you. If you are not sure how to find an advocate, we can help. Advocates are a free service.

NDIS Commission

You don't have to talk with us. If you have a serious complaint, you can tell the NDIS Commission.



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