



# Feedback: Your voice matters

**We are committed to listening to families and learning from your experiences.**

Whether you'd like to share what's worked well for your family, raise a concern or suggest ways we can improve, your feedback is important to us. Every family has the right to provide feedback and have it handled respectfully, fairly, confidentially and promptly.

**How to give feedback:**

- Talking to your clinician
- Email [feedbackandcomplaints@shepherdcentre.org.au](mailto:feedbackandcomplaints@shepherdcentre.org.au)
- Via our website [www.shepherdcentre.org.au](http://www.shepherdcentre.org.au), where you can choose to provide feedback anonymously
- Participate in our surveys or other feedback groups
- Call us on 02 9370 4400



Scan for The Shepherd Centre contact page

**You may also choose to make a complaint to:**  
**National - all states and territories:**

- NDIS Quality and Safeguards Commission - 1800 035 544
- Australian Human Rights Commission - 1300 656 419
- Australian Charities and Not-for-Profit Commission - 13 22 62



Scan for NDIS commission contact page

**State-specific:**

| State | Disability Commission                                                                                       | State Ombudsman                      |
|-------|-------------------------------------------------------------------------------------------------------------|--------------------------------------|
| NSW   | Ageing & Disability Commission<br>(for adults only) 1800 628 221<br><br>NDIS Q&S Commission<br>1800 035 544 | NSW Ombudsman<br>1800 451 524        |
| ACT   | NDIS Q&S Commission<br>1800 035 544                                                                         | ACT Ombudsman<br>(02) 5117 3650      |
| QLD   | NDIS Q&S Commission<br>1800 035 544                                                                         | Queensland Ombudsman<br>1800 068 908 |
| TAS   | NDIS Q&S Commission<br>1800 035 544                                                                         | Ombudsman Tasmania<br>1800 001 170   |

The NDIS Quality and Safeguards Commission is an independent commission established to improve the quality and safety of services funded by the National Disability Insurance Scheme. The NDIS Commission works with participants and providers to improve the quality and safety of NDIS services and supports. Sharing feedback can help to improve services for you and other people. You have the right to raise a concern about NDIS supports if you are not happy. The NDIS Commission will work with you, and with providers and workers, to resolve problems and improve the quality and safety of NDIS supports - for you and other participants.