

Client Feedback Form

Date

First Name

Last Name

Address

Suburb


State Postcode


Phone

Email

Please tick one box below:

 I am happy

 I am not happy

 I have a suggestion

What do you want to tell us?

Send completed forms in a supplied reply paid envelope to Lighthouse Disability
PO Box 722, Salisbury SA 5108

Tear Here

Who can I ask for help?

You can call:



- **Disability Advocacy & Complaints Service of South Australia**
08 7122 6030
- **Office of the Public Advocate**
08 8342 8200
- **Uniting Communities Disability Advocacy Service**
08 8202 5960

Who can I contact if I'm still not happy?

You can call:



- **NDIS Quality and Safeguards Commission**
1800 035 544
- **Health and Community Services Commissioner**
08 8226 8666
- **Ombudsman (South Australia)**
08 8226 8699
- **Ombudsman (National)**
1300 362 072



**LIGHTHOUSE
DISABILITY**

Share your feedback - Easy Read

Tell us what you think



I am happy



**I am not
happy**



**I have a
suggestion**

Why do you want me to tell you what I think?

We like to hear from everyone who uses our services



- **we will listen to what you say**



- **you can ask someone you trust to help you tell us what you think**



- **what you tell us is private**



- **what you think helps us improve our services**

What happens if I'm happy?



We will tell the person or the team that you are happy.

What happens if I'm not happy?



We will look at why you're not happy straight away.



We will tell you what will happen next.



We will try to find a solution.

What happens to my suggestion?



We will find the right person to look into your suggestion.

What if I'm still not happy?



Get in contact with the person managing your feedback or ask for help from the organisations on this brochure.

How you can tell us what you think



- **letter**
Lighthouse Disability
PO Box 722,
Salisbury SA 5108



- **email**
admin@lighthouse
disability.org.au



- **visit our office**
101 Park Terrace,
Salisbury SA 5108



- **online form**
lighthouse
disability.org.au



- **telephone**
08 8256 9800
- **this tear off form**

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