



SHAPING
OUTCOMES



HAVE YOUR SAY

WE VALUE YOUR INPUT

Shaping Outcomes encourages feedback from our clients, both positive and negative as this is the most reliable source for improving our quality of service. Feedback may be communicated face to face with any of our staff, by calling our office, sending an email or by lodging a form via our website.

HOW WE HANDLE FEEDBACK

- **Communication:** We foster a service that encourages open and honest communication, considering all feedback received
- **Timely:** We will deal with feedback in a timely manner (usually within 7 days)
- **Improvement:** We ensure that feedback is considered in staff reviews, organisational reviews and in planning service improvements
- **Valued:** Feedback is sent directly to our CEO, where required this may be taken to our board
- **How:** Written feedback can be lodged via our website <https://shapingoutcomes.com.au/have-your-say>, via email admin@shapingoutcomes.com.au or by filling out the form on the back of this flyer and posting to P.O.Box 105, Tweed Heads NSW 2485
- **Take it further:** Where you feel a complaint may not have been heard you can lodge a complaint through the NDIS Commission on 1800 035 544 or ndiscommission.gov.au

For more information on finding and engaging with Shaping Outcomes services

Call 1800 317 468 Email admin@shapingoutcomes.com.au

Web shapingoutcomes.com.au

[illegible]