



Feedback & Complaints

As a client of First Peoples Disability Network, you have the right to provide feedback or a complaint at any time during or after your journey with us. We encourage clients to provide feedback or complaints, as we see this as an opportunity to grow and improve our services.

You can Provide Feedback to us in any of the following ways:

During a yarn with a FPDN staff member

Face to Face with a trusted FPDN Advocate or Staff Member

Over the phone **(02) 9267 4195 (Office)** or **1800 006 455 (Advocacy Assistance Line)**

Email advocacy@fpdn.org.au

FPDN website feedback form



Writing a letter to us and posting it to **PO Box 3655 Rouse Hill NSW 2155.**

Complaints and feedback can be made anonymously if preferred and will still be assessed and, if required, investigated. Please note, we cannot provide a response to you about complaints and feedback made anonymously.

If you need help to communicate your complaint you can contact:

The National Relay Service (NRS)

NRS provides a free service to assist conversations with people who are deaf or have a speech or hearing impairment.

Speak and Listen - 1300 555 727

TTY - 133 677

SMS Relay - 0423 677 767

Translating and Interpreting Service (TIS National)

Phone - 131 450 or 1800 131 450

Disability Advocacy Finder

An advocacy service that can assist or represent you

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

To make an external complaint, you can contact:

NDIS Quality and Safeguards Commission

Although we are not a NDIS provider, you can make a complaint here for any NDIS service.

Phone: 1800 035 544

(free call from landlines)

or TTY 133 677.

Disability Complaints Resolution and Referral Service (CRRS)

1800 880 052, 1800 555 677
(National Relay Service) and
ask for 1800 880 052

www.jobaccess.gov.au