



**Easy English version**

**Issued: March 2023**

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## What is feedback?



Feedback means telling us what you think about:

- ConnectGV
  - our service
- or**
- someone who works at ConnectGV.



You can tell us if:

- we are doing a good job
- or**
- someone who works at ConnectGV is doing a good job.



You can tell us how we can do things better.



You can tell us if you are unhappy about:

- our service
  - the way you have been treated
- or**
- someone who works at ConnectGV

## Who can give feedback?



It's always ok to speak up.



Anyone can give feedback:

- people with disability
- family members and friends
- carers
- workers
- **advocates**
- guardians



An **advocate** is a person who supports you.

They help you have your say. They can also give you information and advice.

If you need an advocate you can call the:

Rights Information and Advocacy Centre (RIAC)

on 03 5822 1944

## How to give feedback?

You can give us feedback:



- face to face



- by telephone



- on our website



- by email



**or**

- by post.

## How to give feedback face to face



You can speak to:

- your manager
- your service delivery officer

**or**

- your support worker.



If you would like someone to meet with you

- **phone** 5821 2466

## How to give feedback by telephone



If you would like to give feedback by telephone

- **phone** 5821 2466



If you have a hearing impairment you can use the  
**National Relay Service.**

Go to [www.relayservice.gov.au](http://www.relayservice.gov.au)



If you do not speak English you can use the  
**Telephone Interpreter Service (TIS).**

Phone 131 450



### **How to give feedback on our website**

If you would like to give feedback on our website go  
to [www.connectgv.com.au](http://www.connectgv.com.au)

And click on Provide Feedback



### **How to give feedback by post**

If you would like to post us your feedback you can

- fill in the form at the end of this sheet

**and**



- post it to:

ConnectGV

PO Box 1666

Shepparton

Vic 3630

## What do we do when you give feedback?

We will:



- listen to you



- help to fix problems



- treat everyone fairly, we don't take sides



- only share your information if we have to:
  - tell someone else
  - keep you or someone else safe



- work with you to help make ConnectGV supports and services better

## Who else can you speak to?

If you have a complaint and:



- you don't want to speak to us



- you aren't happy with what we did to fix your complaint

You can speak to the:



**NDIS Quality & Safeguards Commission**

**Phone** 1800 035 544

**Or**

**The Disability Services Commissioner**

**Phone** 1800 677 342



## Feedback form



You can ask someone to help you to fill in this form.



### What is your feedback about?

Mark **or** tick **ONE** answer.




ConnectGV in general

A ConnectGV service



Write which service here

.....




Someone who works at ConnectGV



Write the person's name here

.....

### Tell us about you



Mark **or** tick **ONE** answer



I am a person with disability who receives services from ConnectGV



I am a **family member or friend** of a person who receives services from ConnectGV



I am a **carer / advocate or guardian** of a person who receives services from ConnectGV

**Do you want us to contact you?**



No



Yes



Write how we can contact you here:

.....

.....



.....

.....

.....

.....

.....

.....

You have finished this form.  
Thank-you for your Feedback.

ConnectGV  
P.O. Box 1666  
Shepparton  
Vic 3630