

Giving feedback outside of Multicap

We encourage you to speak to us in the first instance if there is any feedback you wish to give about Multicap.

However where you would prefer to raise a matter with someone else you can contact:

Department of Communities, Disability Services and Seniors QLD

feedback@communities.qld.gov.au

www.communities.qld.gov.au

Department of Social Services

complaints@dss.gov.au

www.dss.gov.au

Anti-Discrimination Commission of Queensland

enquiries@adcq.qld.gov.au

www.adcq.qld.gov.au

NDIS Quality and Safeguards Commission

Tel: 1800 035 544 (free from landlines) or TTY 133 677

Interpreters can be arranged.

www.ndiscommission.gov.au

NSW Government Ombudsman

Tel: 1800 451 524

www.ombo.nsw.gov.au/contact-us

Other supports and advocacy assistance

Additional support is available via:

Queensland Aged and Disability Advocacy 1800 700 600

Queenslanders with Disability Network 1300 363 783

Complaints Resolution and Referral Services 1800 880 052



OUR OFFICES

Brisbane

Gold Coast / Tweed Heads

Sunshine Coast

Central Queensland

Toowoomba

North Queensland

Multicap Head Office

269 Padstow Road

Eight Mile Plains, QLD 4113

ACN 084 424 493

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MULTICAP'S FEEDBACK AND COMPLAINTS PROCESS



GOT SOME FEEDBACK FOR US? WE'D LOVE TO HEAR FROM YOU!

What is feedback?

Feedback can be a compliment about a good experience you've had with Multicap, a suggestion to improve your services and support, or a complaint about something you are unhappy with.

Who can provide feedback?

Anyone can provide feedback including customers, their families and carers, other people with disability, community members or advocates. You can provide feedback for yourself or you can provide feedback on behalf of someone else.

Why give feedback?

Sharing your feedback is really important. It helps Multicap to understand what we are doing well and what we might need to improve. With feedback we can continue to enhance the quality of our services and support and ensure our customer experiences are great.

How to give feedback to Multicap:

There are lots of ways you can give us feedback. You can:



Talk to your local Multicap Team member



Phone us on 1300 135 886



Email us via feedback@multicap.org.au



Online at multicap.org.au/contact-us/



Write to us by completing this form and mailing it to

Feedback at Multicap
PO Box 4013
Eight Mile Plains QLD 4113

Name (optional): _____

Service Location: _____

Please provide a summary of your feedback:

If you would like a response, please provide your contact details:

Phone: _____

Email: _____

Address: _____

What happens when I give feedback:

Depending on the type of feedback you provide, Multicap has a number of agreed steps we will follow to ensure:

- Your feedback is heard
- All matters are treated fairly and confidentially
- We work with you to get the best possible outcome
- We address any issues raised quickly
- We learn from the feedback we receive
- We continue to improve.