

Feedback Form

Name (optional) :

Service Location:

Please provide a summary of your feedback:

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

Phone:

Email:

Address:

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We are ALL:

INTO recovery

INTO support

INTO working together.

Our purpose

To partner with our clients to navigate complex human and social services systems, coordinating support that best meets their needs.

Our values

- ➔ Integrity
- ➔ Respect
- ➔ Connect
- ➔ Empower

PART OF **vertaview** group



1300 245 516
info@allinto.org.au



allinto.org.au

A registered NDIS Support
Coordination agency



Allinto Services Feedback and Complaints



allinto.org.au



We want to hear from you

At Allinto, we are committed to supporting you throughout your journey. By sharing your feedback, you can help us understand what we are doing well, and where we can improve.

What is Feedback?

Feedback can be anything from a compliment about a good experience you've had with us, suggestions for improving services received, or a complaint about something you are unhappy with.

Who can provide feedback?

Anyone can provide feedback, including our clients, their families, representatives, community members or advocates.



How to get in touch



Phone us on 1300 245 516



Email us at feedback@allinto.org.au



Write to us by completing this form and mailing it to:

Allinto
PO Box 4013
Eight Mile Plains QLD 4113



To submit feedback online, scan this QR code



What happens next?

We value your feedback.

That's why we take steps to ensure:

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

Feedback outside of Allinto

If you wish to give any feedback about Allinto, we encourage you to speak to us in the first instance. If you prefer to raise a matter with someone else, you can contact the below:

Allinto Whistleblower Procedure

If you suspect or know of unacceptable, unethical or illegal activities affecting Allinto, our Whistleblower Procedure outlines how you can report them confidentially through the independent FairCall service operated by KPMG. For more info, visit:

W: allinto.org.au/whistleblower-protection-procedure

If you are an NDIS participant, contact:

NDIS Quality and Safeguards Commission

P: 1800 035 544 | TTY 133 677

W: ndiscommission.gov.au

Ask Izzy Disability Advocacy

W: askizzy.org.au/disability-advocacy-finder

If you are an aged care client, contact:

Older Persons Advocacy Network

P: 1800 700 600

W: opan.org.au

Aged Care Quality & Safety Commission

P: 1800 951 822

E: info@agedcarequality.gov.au

W: agedcarequality.gov.au

Other contacts:

Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships

E: feedback@communities.qld.gov.au

W: communities.qld.gov.au

Department of Social Services

E: complaints@dss.gov.au

W: dss.gov.au

NSW Government Ombudsman

P: 1800 451 524

W: ombo.nsw.gov.au/contact-us

Office of the Public Guardian

P: 1300 653 187

W: publicguardian.qld.gov.au

Queensland Human Rights Commission

E: enquiries@qhrc.qld.gov.au

W: qhrc.qld.gov.au