

Your feedback matters to us



Your feedback is essential to our team. By hearing from you, we can better listen and understand your needs.

WHEN SUBMITTING FEEDBACK, WE OFFER:

Alternative ways for you to have your say, including face-to-face meetings.

- To listen to the things that are important to you.
- A promise that we work towards a resolution if there is a problem.
- To work with support people of your choosing, including you, your family, carer, support person, or advocate if that is right for you.
- To continually work to improve the service and support we provide you.
- You can even submit feedback anonymously if you wish; however, please be aware that if you submit anonymously, we cannot contact you to get further information or tell you the outcome of your submission.

HOW TO PROVIDE FEEDBACK:

In-person - You can speak directly with a member of our team.

Via Email - You can email your feedback to info@iconnectpm.com.au.

By Phone - You can call our friendly team on 1800 975 400.

Online - You can contact us via our website contact form found on our Contact Us Page at iconnectpm.com.au/contact-us/.

RAISING A COMPLAINT OR CONCERN

If we have not met our commitments or you want to report something, we want to hear from you.

Formal complaints are taken very seriously, and a managerial person will be appointed to your complaint within 3 business days to support you.

Our review person will:

- Consider the complaint within 14 working days.
- Ask for more information if necessary or may ask to meet and talk with the person about the complaint.
- Only request information from or interview other people with the person's consent.
- Refer to the organisation's practices, policies or procedures that relate to the complaint.
- Prepare a written response to the complaint.
- Advise the complainant of the anticipated time to investigate and respond.

Complaint response and resolution will outline all steps of reasoning, linking the facts to the decision or outcome so that the complainant can understand how the outcome was reached. Reasons will also indicate the evaluation of relevant factors and all pertinent laws, policies or guidelines considered.

While our objective is to resolve a complaint - if this is not possible, or you don't feel comfortable speaking with us, you can get in contact with several 'Additional Industry Supports' detailed on the second page of this flyer.

Contact Us



1800 975 400



info@iconnectpm.com.au



iConnect Plan Management

— YOUR SUPPORT YOUR WAY —

Feedback

Your feedback makes a difference

 iconnectpm.com.au

WHY IS IT ESSENTIAL THAT YOU PROVIDE FEEDBACK?

At iConnect Plan Management, we value all feedback, both positive and negative. Your feedback helps us to tailor and improve all the services we deliver. With a commitment to transparent and accountable practices, we pride ourselves on ensuring that your voice guides the support you access and the services you require.

KEY THINGS TO REMEMBER:

- Feedback can be good or bad.
- If you need support to provide feedback, you can ask for assistance to do this; this can be formal or informal support.
- You have the right to seek advice from someone such as a support person, lawyer, or advocate.
- Your feedback should be addressed; and
- You will not be made to feel bad because you said that something is wrong with the service you receive.

Our goal is to provide you or your loved ones with the best possible support, and your feedback will help us improve our service for you and all our customers. Thank you for choosing iConnect Plan Management for your plan management support needs.



We want to hear from you

ADDITIONAL INDUSTRY SUPPORTS

National Relay Service (NRS)

If you have a hearing or speech impairment and need assistance with making a complaint, contact the NRS.

Phone • 1300 555 727 or

Send SMS to 0423 677 767

Website • www.relayservice.gov.au

NDIS

You can download and lodge feedback via:

www.ndis.gov.au/contact/feedback-and-complaints

Email • feedback@ndis.gov.au

Postal • GPO Box 700, Canberra ACT 2601

In-person • Drop your completed form off at any National Disability Insurance Scheme office.

NDIS Quality & Safeguards Commission

Phone • 1800 035 544 (free call from landlines) or Text

Telephone • TTY 133 677

Translating & Interpreting Services • 131 450 National Relay Service • internet-relay.nrs.gov.au and ask for 1800 035 544.

Online • www.ndiscommission.gov.au/about/complaints

The NDIS Commission can take complaints from anyone about NDIS services, supports, standards and how an NDIS provider has managed a complaint.

As well as dealing with complaints, the NDIS Commission works to educate providers about delivering quality and safe support. If a complaint raises a serious compliance issue, the NDIS Quality & Safeguards Commission has the power to act.