

# FEEDBACK AND COMPLAINTS RESOLUTION

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At Interact Australia, we are interested in hearing about your experience with us. We like to hear about the good service and support we provide and any suggestions to do better. More importantly though we need to hear when we don't do so well.

If you're unhappy with how we provide support, the information we give you, how we run the service or how staff treat you, we want to know. We can't change things if we don't know what's not working well for you. Making sure you are safe and well is important to us.

If things aren't working well for you we encourage you to speak up and tell someone.

There are lots of people at Interact Australia you can talk to. There are lots of different ways you can tell us what's not working well. Speaking up is important

We will work with you, to try and change what's not working well for you. We will work with you, to make positive changes and keep you up to date on how the changes are progressing. Some things we will be able to fix quickly, other things may take more time but we will work to make changes that will make things better for everyone.

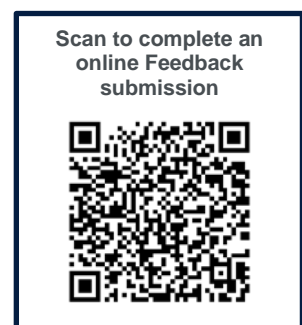
We also understand that your privacy is important to you and we respect that. Anything you tell us we treat confidentially and keep private in line with the law. We will only pass on the details of the information you give us with your consent.

## How to provide feedback or raise a complaint

We encourage you to share your feedback, including any compliments, concerns, or complaints, about our services. Your feedback plays a crucial role in our commitment to deliver a quality experience to our Participants.

You can provide complaints, compliments, or feedback by:

- Talking directly with your Interact Australia staff member
- Emailing [feedbackandcomplaints@interactaustralia.com.au](mailto:feedbackandcomplaints@interactaustralia.com.au)
- Completing a Feedback form and dropping it into a feedback box at a local Interact Australia Office (if available in your location)
- Submit via the QR Code displayed
- Calling Interact Australia Head Office on 1300 FUTURE (1300 388 873)
- The Interact Australia website 'Contact Us' page [www.interact.com.au](http://www.interact.com.au)



Importantly, don't wait too long to tell us what you are unhappy with.

Of course we understand that even though we may have tried everything, sometimes you may not feel we have done enough. If this is the case, we encourage you to speak with someone outside Interact Australia. That's your right. If you do not feel comfortable talking about your feedback with us, you can contact:

- **For IEA Participants:** you can contact the National Customer Service Line on 1800 805 260
- **For NDIS Participants:** You can contact the NDIS Commission on 1800 035 544

## Amendment History

This document is released and approved as follows:

Rev.	Date	Description of Amendments	Amended By	Approved By
1.0	1/11/2018	Original release		
1.1	1/11/2022	Branding refresh new template with ISM Classification		
1.2	1/11/2024	Scheduled review. No changes		
1.3	30/10/2025	Branding refresh; addition of QR code		