

**National Disability Insurance Scheme
(NDIS) Provider, Complaints Management
and Resolution System
- Complaint and Feedback Form
Now We're Talking - Speech Pathology and Psychology**

Document prepared May 2020 by Olivia O'Hare

National Disability Insurance Scheme (NDIS) Provider Complaints Management and Resolution System: Complaint and Feedback Form

As a registered NDIS provider, you have the right to make complaints about our services and supports at any time.

To make a complaint, you can fill in this Complaint and Feedback Form. It will go to the Practice Director, Olivia O'Hare. We will handle your complaint fairly following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document).

Information Required :

NDIS number:
Name (optional):
What is your complaint about?
Please give us as much detail as possible. If you do not have enough space, you can give us more detail on a different piece of paper.
Who is your complaint about? What do you want us to do?
Do you have any documents you would like to share with us about your complaint? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, please attached to this form
Have you made a complaint about this matter to another organisation (e.g. to the NDIS Commissioner)? <input type="checkbox"/> YES <input type="checkbox"/> NO If YES, please attached to this form.

If you answered Yes to the above question please include details of the other organisation and any outcomes.

If you are making a complaint on behalf of another person please fill out this section	Name (optional):	
	Relationship to complainant:	
	Does the complainant know you are making this complaint?	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Does the complainant consent to the complaint being made?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Please complete and return this form to Olivia O’Hare at Now We’re Talking – Speech Pathology & Psychology at 193 Champion Road Williamstown, VIC 3016.

We will handle your request following the steps in our NDIS Provider Complaints Management and Resolution System (Policy Document) which can be viewed on our website at www.nowweretalkingspeech.com.au.

If you’d prefer to make you complaint in a different way, you can make your complaint:

- by talking with us face-to-face;
- by calling us on the phone;
- through your preferred Augmentative or Alternative Communication device or method;
- by email; or
- by text message.



Olivia O'Hare
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www.nowweretalkingspeech.com.au
Director of Now We're Talking
Founder of 'A Night for Aphasia'