





















You are welcome to complete this form on your own or with assistance from your support person, family member or nominee.

1. Are you happy with the services you receive?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	<input type="checkbox"/> <b>Sometimes</b> 
2. Are you happy with the amount of support you receive?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	<input type="checkbox"/> <b>Sometimes</b> 
3. Does your UnitingSA support person let you make decisions about your support activities?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	<input type="checkbox"/> <b>Sometimes</b> 
4. Do you like your UnitingSA support person?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	<input type="checkbox"/> <b>Sometimes</b> 
5. Would you like to receive the information on how to access an Advocate again? (Independent Support Person)	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	
6. Would you like to receive the information again on how to provide feedback or make a complaint about UnitingSA?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	

7. If you have made a complaint about UnitingSA, were you happy with how it was handled?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	<input type="checkbox"/> <b>Not Applicable</b>
8. Would you like a Manager to contact you about your feedback?	<input type="checkbox"/> <b>Yes</b> 	<input type="checkbox"/> <b>No</b> 	

Is there any other information that you would like to share, this can include feedback on how we could change or improve our services.

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**Name:** \_\_\_\_\_

**Contact Number/Email:** \_\_\_\_\_

**Date:** \_\_\_\_\_

Thank you for taking the time to complete this Feedback Form. Your feedback is used to make our services better.

If you don't feel comfortable raising a concern with UnitingSA, or you are unsatisfied with the outcome of your feedback, you can contact the following external agency:

NDIS Quality and Safeguards Commission  
[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)  
 1800 035 544 (free call from landlines)  
[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

If you would like to discuss providing feedback or making a complaint, or you would like more information about UnitingSA's NDIS Services, you can also contact:  
[NDISsupport@unitingsa.com.au](mailto:NDISsupport@unitingsa.com.au)