

Your voice matters. We want to hear it.

A simple guide to sharing a compliment, suggestion, concern or complaint with 4care — and what happens after you do.

At 4care, feedback helps us provide better support to every participant we work with. **Whatever you want to tell us, we will listen, and we will make sure it reaches the right person.** This brochure explains the different ways to get in touch and what you can expect from us in return.

Ways to share your feedback

Choose whichever fits — there is no wrong way to reach out.

Compliment

Let us know when a worker or service has made a real difference for you.

Suggestion

Share an idea for how we could make our support even better.

Concern

Tell us about something that doesn't feel quite right, before it becomes a bigger problem.

Complaint

Formally raise something that hasn't met your expectations, so we can put it right.

How to reach us



Phone

0402 558 520 — Monday to Friday, 9am–5pm



Email

info@4care.com.au



Online

www.4care.com.au — use the feedback form any time



In person

Ask your support worker or coordinator — they can pass on your feedback for you

What happens after you contact us

Every piece of feedback follows the same path, whether it's a quick compliment or a formal complaint.

1

We listen and record it

We'll confirm we've received your feedback and make sure it's clearly understood.

2

We look into it

The right person reviews what happened and speaks with anyone involved, respectfully and confidentially.

3

We follow up with you

We'll get back to you with what we found and, where relevant, what we plan to do about it.

4

We act on it

Where changes are needed, we make them — and use what we've learned to support you and others better.

Your rights, always

- ✓ Bring a support person, family member or advocate at any stage
- ✓ Give feedback without it affecting your support in any way
- ✓ Have your privacy respected throughout the process
- ✓ Ask for an interpreter, at no cost to you
- ✓ Stay anonymous, if that feels right for you
- ✓ Take your concern further if you're not satisfied with our response

Still not satisfied?

You can also contact the NDIS Quality and Safeguards Commission on 1800 035 544, or visit ndiscommission.gov.au to lodge a complaint independently of 4care.

Accessible formats

Large print, easy read and translated versions of this brochure are available on request — just ask your support worker or contact us directly.