

# We want to hear from you

MS Plus is committed to providing high quality services to people living with MS and other neurological conditions, and their loved ones.

We welcome all types of feedback to improve and enhance the services we deliver and ensure they are relevant to you.

## What is feedback?



**Compliments** – recognition of something we've done well. This could be directed to a particular team member or department or the whole of MS Plus.



**Complaints** – letting us know you're not happy about an experience with MS Plus. This could be about a team member or service, or information provided.



**Suggestions** – letting us know how we can deliver our services differently or make improvements to your supports.

## Why give feedback?

Your feedback is valuable, it helps us deliver high quality services. Receiving feedback is the best way we have of assessing how our services are going. Your feedback helps us to monitor our performance in meeting your service needs to achieve your goals.

## What happens when you give feedback?

Your feedback will be reviewed and referred to the appropriate Manager and a representative from our Quality team. When required or requested, an investigation will be undertaken and we will provide you with a response outlining the outcome and actions we have taken.

## Who can help you provide feedback?

You can seek support to lodge feedback from family, friends or your care team, an independent advocate or a trusted MS Plus staff member. We can also assist you to access an interpreter if required.

## Submit feedback

T 1800 042 138

E [feedback@msplus.org.au](mailto:feedback@msplus.org.au)

W [www.msplus.org.au/feedback](http://www.msplus.org.au/feedback)

## External help with feedback

If you're not satisfied with the way your feedback has been addressed, you have the right to contact the appropriate body in your state.

<b>NDIS Quality and Safeguards Commission</b>	T 1800 035 544 W <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>
<b>VIC Disability Services Commissioner</b>	T 1800 677 342 W <a href="http://www.odsc.vic.gov.au">www.odsc.vic.gov.au</a>
<b>NDIS Quality and Safeguards Commission</b>	T 1800 451 524 W <a href="http://www.ombo.nsw.gov.au">www.ombo.nsw.gov.au</a>
<b>ACT Quality, Complaints and Regulation – Human Services Registrar</b>	T 02 6205 2222 W <a href="http://www.hrc.act.gov.au">www.hrc.act.gov.au</a>
<b>TAS Ombudsman</b>	T 1800 035 544 W <a href="http://www.ndiscommission.gov.au">www.ndiscommission.gov.au</a>
<b>Complaints Resolution Referral Service (for users of Disability Employment Services)</b>	T 1800 001 170 W <a href="http://www.ombudsman.tas.gov.au">www.ombudsman.tas.gov.au</a>