

Your Feedback

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

We will often ask you for feedback. This may be verbally, email or by surveys we send out during different parts of your journey with SMP. You can also celebrate, comment or complain at any time. You can use this brochure and drop it at our desk, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private and we will treat you with respect.

When you tell us what you like or don't like, we will listen. We will try to change things if we can. This might include training our team, changing policies or procedures, or validating your experience.

You will always receive a reply as quickly as possible.



It's ok to complain

Tell us what you think.
Strong Minds Psychology
PO Box 566 Yarra Junction 3797

Email our feedback & complaints team -
feedback@strongminds.net.au

Call us: 03 5967 1438

Contact the NDIS Commission

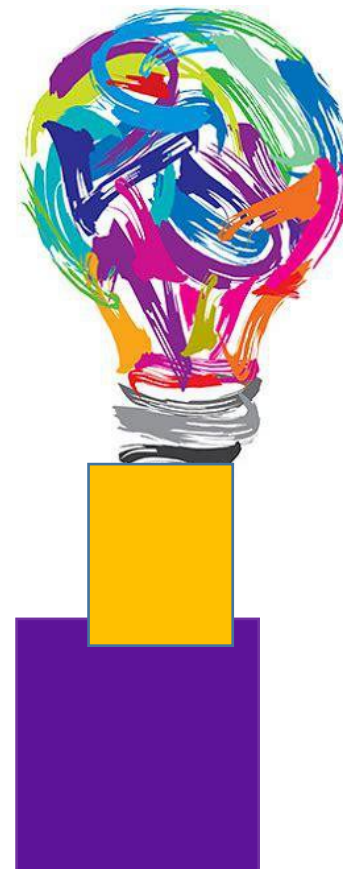
Web: www.ndiscommission.gov.au
Phone: 1800 035 544 TTY: 133 677
Interpreters can be arranged.

Contact AHPRA

Web: <https://www.ahpra.gov.au/>
Phone: 1300 419 495

Advocates can help.

The National Disability Advocacy Program can help you work with an advocate.
Email them at:
disabilityadvocacy@dss.gov.au



**STRONG
MINDS**
PSYCHOLOGY



We will always listen and reply to complaints, as quickly as possible.

Thank You