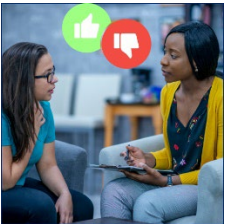
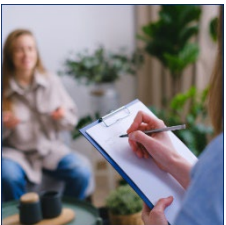




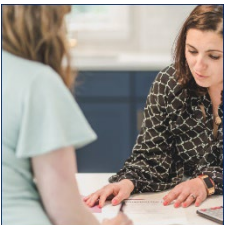
You have the right to tell people what you think about the services you receive.



Your feedback can be good or bad.



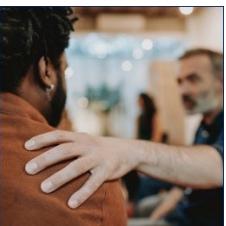
You can tell someone at Samaritans if there is a problem and it will be taken seriously.



And you can get support to do this. You have a right to seek advice from someone like a support person, lawyer or an advocate.



Your problem will be fixed wherever possible.



And you will not be made to feel bad because you said that something is wrong with the service you use.

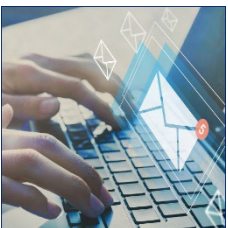
Samaritans offer different ways for people to have their say



Phone our office



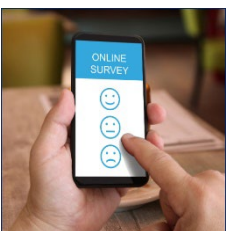
Talk to one of our staff in person



Send us an email or letter



Join our group forums



Fill in an online survey



Make a complaint form on our website
www.samaritans.org.au/feedback-complaints



At Samaritans



We listen to the things that people tell us.



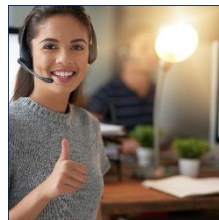
We provide people with opportunities to tell their story.



We will try to fix your problem as soon as possible.



We will protect your privacy and keep all information confidential.



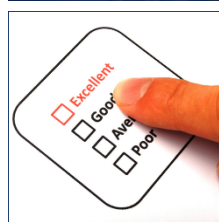
We will keep you updated on the progress of your complaint.



We are prepared to change the way we work if there is a problem.



We work with your family, carer, support person or advocate if that's right for you.



We always work hard to make sure our services are good.

Contact Us



Phone us on 1300 656 336 (Option 7)



Send us an email Feedback@newcastleanglican.org.au



Send us a letter to PO BOX 366 HRMC NSW 2310



Fill out our online feedback form www.samaritans.org.au



Scan QR Code to provide feedback



NDIS Quality
and Safeguards
Commission

You have the right to contact the NDIS Quality & Safeguards Commission at any time on 1800 035 544



This Easy Read document was adapted from the Easy Read version of the National Standards for Disability Services, Department of Social Services, Australian Government.

