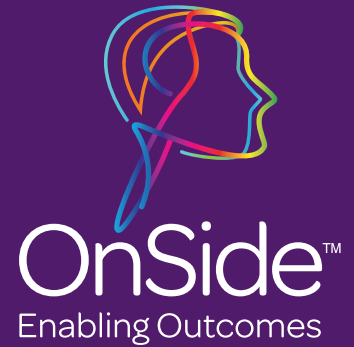


# Complaints and Feedback



## Tell us about it

OnSide services are continually growing and responding to the needs of our customers and for this reason, we need to know what you think. We recognise that without you, we would not exist—thus, we continually strive for excellence.

The feedback you provide gives us the opportunity to better tailor our services to your needs. We believe that even when we think we have perfected something, we can perfect it more.

OnSide is dedicated to fairness and will ensure that your complaint is responded to as soon as possible and always within 5 working days.

If you are not satisfied with OnSide's decision or an outcome, OnSide will provide you with the relevant external Complaints Management Commissioner's contact details.

OnSide ensures that everyone on our team is familiar with and understands OnSide's Customer Feedback and Complaints processes. We are also aware of the customers right to complain and provide feedback at any entry point.

### Feedback and complaints can be submitted by:

- Contacting your Support Coordinator
- Contacting OnSide Management
- Lodging a complaint or providing feedback at [www.onside.com.au](http://www.onside.com.au)

If you are unhappy with how OnSide staff have managed your complaint, you can also contact:

#### National Disability Insurance Agency (NDIA)

e: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)  
t: 1800 800 110

#### Commission for Children & Young People

e: [childsafes@ccyp.vic.gov.au](mailto:childsafes@ccyp.vic.gov.au)  
t: 1300 782 978

#### NDIS Quality and Safeguards Commission

t: 1800 035 544 or TTY 133 677  
National Relay Service and ask for 1800 035 544.  
e: [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)  
w: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

Please note: Calls from mobile phones will be charged at standard mobile rates.

## Got a query?

We are here for you. If there is anything you're not sure about contact us anytime.

### OnSide Support Centres

19-21 Normanby Road  
Notting Hill  
Victoria 3168

16 Nexus Way  
Southport  
Queensland 4215

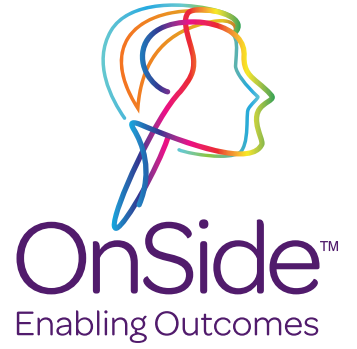
### Postal Address

PO Box 102  
Carnegie  
Victoria 3163

t: 03 9553 6464  
t: 07 5329 6996  
e: [hello@onside.com.au](mailto:hello@onside.com.au)

### Visit our website

[onside.com.au](http://onside.com.au)



## Your feedback is important to us

Name 

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Telephone No. 

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Email 

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Complaint       Compliment       Suggestion

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Thank you for taking the time to submit your feedback.

### Postal Address

PO Box 102  
Carnegie  
Victoria 3163

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t: 07 5329 6996  
e: [hello@onside.com.au](mailto:hello@onside.com.au)

Visit our website  
[onside.com.au](http://onside.com.au)