



Elephant In The Room Feedback – Tell us what you think?



NDIS Approved Provider

Elephant In The Room Training
& Consultancy is an NDIS
Approved Provider

What is feedback?



Giving feedback means telling us what you think about our service



You can give feedback on the service you have received



You can give feedback on the person who worked with you.



Feedback is important, it helps us to improve the services we provide



You can tell us how we can do things better.

How you can give us feedback?



You can give us feedback face to face.
We can ask you questions and help you fill out the feedback form.



You can give us feedback on the phone.
Our phone number is:

0499 383 882



You can give us feedback by email.
Our email address is:

admin@elephantintheroom.net.au



You can ask a friend, family member or advocate to help you fill out the feedback form.

Tell us what you think?



You can colour, circle or mark up to a 5 star score. 1 star is bad. 5 stars is really good.



Was the person who worked with you friendly and helpful?



Did they listen to you, your carer and family?

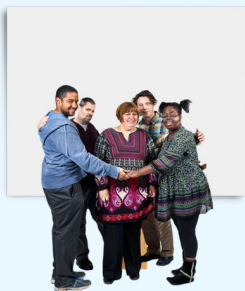


Were you happy with the help you received?





Did we promote your human rights as set out in our Service Charter and Core Values?



Did we support you to exercise your rights?



Did we provide you with opportunities to participate and be included in the community?



Did the help you received work towards your life goals?





Were you involved in planning your support?



Do you feel you reached the goal you were working towards?



Is your family, carer or advocate happy with the support you received from us?



Do your family, carer or advocate think you have reached your targeted goal?





Did your worker explain to you that you could make a complaint?



Did they explain how to make a complaint in a way you could understand?



If you had a complaint, did the worker talk to you about it and try and fix it?



Was all information and forms given to you, written in a way you could understand?





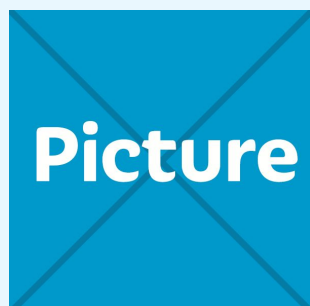
Did you feel you were in control over the support you received?



Did you feel you had choices in the support you received?



If you didn't reach your goal do you feel you need more support?.



Our Service Charter

This document is about the services that you will receive. It explains what you can expect from us.

Did our worker provide you with our Service Charter, and explain your rights?

☐

Yes

☐

Not Sure

☐

No

Service Agreement

This document states that you and your advocate both agree to the services that you are going to receive.

Did you or your advocate sign a Service Agreement?

☐

Yes

☐

Not Sure

☐

No

?



Did you understand the Service Agreement?

☐

Yes

☐

Not Sure

☐

No



Did our worker explain to you the service you would receive in a way you could understand?

☐

Yes

☐

Not Sure

☐

No



Did our worker provide you with the service you agreed to?

☐

Yes

☐

Not Sure

☐

No



What was good about your time with us?



What could have been better?



Do you have any comments or suggestions?



Tell us about you?



Are you the person with a disability who received the service?

☐

Yes

☐

No



Are you a person with a disability, but did not receive a service?

☐

Yes

☐

No



Are you a family member or friend of the person who received a service?

☐

Yes

☐

No



Are you an advocate of the person who received a service?

☐

Yes

☐

No



What is your name?



Do you want us to contact you?

☐

Yes

☐

No



What is your email address?

What is your phone number?



Date feedback form was received



Elephant In The Room Training and Consultancy is an NDIS Approved Provider.



Please get in touch with us if you have any questions, ideas or comments.

Get in touch

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This easy read document was developed by staff from Elephant In The Room Training and Consultancy August 2017

