

# FEEDBACK FORM

DATE OF BRIGHT IDEA

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Please provide us with details about your bright idea:

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Can you draw your idea for us?



How does this make you feel?



Your contact details:

**Name:**

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**Address:**

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**Phone:**

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Our contact details:

**ADDRESS:**

Suite 8, Level 1/3  
Witt Street  
Yarrowonga VIC  
3730

**PHONE:** (03) 5862

2641

**FAX:** (03) 5862 2677

**EMAIL:**

info@palsinc.org.au

**WEBSITE:**

www.palsinc.org.au

## WHAT YOUR IDEA DOES FOR US

1. Helps us to improve our services.
2. Helps us to meet your individual needs and support.
3. Let's us know when we are doing good things.
4. Helps us to keep working towards our goals.
5. Allows us to work harder for you to reach your goals.

# PALS INC

PROVIDING ALL LIVING SUPPORTS

## COMPLIMENTS & BRIGHT IDEAS



### WE WILL LISTEN

PALS Inc values our clients and staff and are open to any feedback, complaints, comments or suggestions.

Please use this form to provide us with any feedback you would like us

## OUR VISION

A fully inclusive community where all people achieve their potential.

## COMPLIMENTS & BRIGHT IDEAS

Your bright ideas are key to your success and happiness within our services.



Some example questions you might like to think about:

- How does this make you feel?
- Can you help us?
- What made you think of this idea?
- Have you previously spoken to anyone about this idea?
- Will this make you happy?
- Do you think this will make others happy?



## Process of a COMPLIMENT

1. Talk to someone—support worker, supervisor or office staff.



2. We will ask you about your idea or feedback.



3. We will make a plan.



4. We will discuss your idea and give you feedback.



5. We will let you know of our plan.



6. We will check that **YOU** are happy with how the complaint



If this outcome **did not** make you **HAPPY**,  
Please call:  
**PALS CEO:** Julie Brooks  
 0419 240 478  
 Disability Services Commissioner:  
**VIC-** 1800 677 342  
 NSW Ombudsman  
 - 02 9286 1000  
 -1800 451 524

## OUR MISSION

Co-ordinate, strengthen and improve services which connect people to their Community.

## OUR VALUES

Participation

Accountability

Choice

Innovative

Dignity & Respect

Responsive