



## 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. You can also comment or complain at any time. You can use this Form, 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.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can. You will always receive a reply as quickly as possible.

## It's OK to complain.

Tell us what you think.

Email us: [info@rubyhillequinecentre.com.au](mailto:info@rubyhillequinecentre.com.au)

Write to us: Ruby Hill Equine INC

763 Kangaroo Rd, Kangaroo, NSW 2800

Phone us: 0412 421 949

Contact the NDIS Commission web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) phone: 1800 035 544.

TTY: 133 677. Interpreters can be arranged.

Advocates can help you complain:

The National Disability Advocacy Program can help you work with an advocate. Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

Or write to: Disability, Employment and Carers Group Department of Social Services GPO Box 9820 Canberra ACT 2601 Or search "disability advocate" online.

