

We Want to hear from you!

Lotus Assist welcomes your feedback and complaints to improve the quality of our services. You can send us an email or speak with us directly via email or phone.

We know it can be hard to raise your concerns or make a complaint. We hope you feel you can raise any concerns you have with us.

We understand things can change. It is important to keep us informed. We can discuss and review the changes together. A new agreement can be developed to replace a current agreement if required.

***It can be hard to speak up,
please let us know
if we can help.***

Don't feel you have been heard?

If you don't feel Lotus Assist has handled your complaint adequately, or if the complaint is of a serious nature you can get support.

If you would prefer to speak with someone outside of Lotus Assist, you can contact:

NDIS Quality & Safeguard Commission's

Dedicated Complaint line
on **1800 035 544 (TTY 133 677)**
or online at
www.ndiscommission.gov.au



Advocacy Services

There are FREE Advocacy Services available. We can help connect you to a local Advocacy service or you can find one on the Disability Advocacy Network Australia website www.dana.org.au

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please let us know if we can help.*

- Disability Advocacy Service Hunter
1300 365 085
- First People's Disability Network Australia
02 9267 4195
- Intellectual Disability Rights Service
02 9265 6350
- National Ethnic Disability Alliance
02 6262 6867
- Children & Young People with Disability Australia
1800 222 660