

Making a complaint

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We want all families to feel

- safe
- respected
- happy with our support
- happy with our space

It is okay to complain if you are unhappy with us.

It is important we hear your feedback to make things better.

You can complain by talking with Sebastian directly.

- Call 0401 225 265
- Email hello@ speakforyourself.com.au

Speaking writing and typing to make a complaint can be hard.

We can make a meeting, meet with your support person, or use accessible formats to help you in the process.

You can also ask to talk to a different person. I can connect you with a complaints officer if you would prefer.

If you are still unhappy, there are other people you can talk to

- Department of Communities, Seniors and Disability Services.
Call 1800 080 464
- NDIS Quality and Safeguards Commission.
Call 1800 555 667