



Making a Complaint

Kids Are Kids! wants you to let us know if you are not happy with our service. This helps us improve and provide the best service possible. We want to hear from you if:

- Something is not working well
- Something has not been done the right way
- You or your child have not been treated the right way

You can make a complaint by:



Speaking with us

- If you want to, you can talk with your Key Worker or therapist.
- Or, you can phone us on (08) 9313 6566 and ask to speak to a Program Coordinator or the Executive Officer.



Write to us

- You can give feedback online via the website: www.kidsarekids.org.au
- By email info@kidsarekids.org.au
- By letter 26 Parry Ave, Bateman, WA 6150
- Or you can put feedback anonymously in the suggestions box at reception

If you are not happy with how we have managed your complaint the following organisations can help you:

NDIS Quality and Safeguards Commission

Freecall 1800 035 544
www.ndiscommission.gov.au

Health and Disability Services Complaints Office

Freecall 1800 813 583
www.hadsko.wa.gov.au



Advocacy

An advocate can help you make a complaint. These are some advocacy services that can help you:

Developmental Disability WA

Freecall 1800 031 093
www.ddwa.org.au

Ethnic Disability Advocacy Centre Inc. (EDAC)

T 08 9388 7455 | Freecall 1800 659 921
admin@edac.org.au
www.edac.org.au

People with Disabilities WA Inc.

T 08 9485 8900 | Freecall 1800 193 331
National Relay Service 133 677
info@pwdwa.org
www.pwdwa.org

Personal Advocacy Service

T 08 9275 5388
admin@paswa.org.au
www.paswa.org.au

Your Say at UnitingCare West

T 1300 663 298
yoursay@unitingcarewest.org.au
www.unitingcarewest.org.au

Citizen Advocacy Perth West Inc.

T 08 9445 9991
admin@capw.org.au
www.capw.org.au