

Sharing your feedback and complaints



achieveaustralia.org.au

achieve
australia
building extraordinary lives

WE WANT TO HEAR FROM YOU

Achieve Australia welcomes all feedback to understand what we are doing well and where we can improve.

There are 3 ways you can give good and bad feedback or lodge a complaint about Achieve Australia.

Online

To provide good or bad feedback, you can visit this website

achieveaustralia.org.au/contact-us/feedback

To lodge a complaint, you can visit this website

achieveaustralia.org.au/about-us/complaint-form

Phone call

You can call **1300 22 44 38** to speak to a member of our team

In person

Paper based feedback and complaint forms are available at all Achieve Australia sites.

Once you have filled out the form, please return it to the Service Manager or any team member that is at our Achieve Australia site.

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If you would like to speak to someone outside of Achieve Australia, please contact **Your Call**. Your Call is our independent hotline, and they can be reached on **1800 950 687** during business hours.