

## Your Rights

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We are glad you have chosen Crosslinks for your supports.

You can always tell Crosslinks about what you need from your supports.



We will work hard to listen to what you want and give you good services with us.



We want to hear from you about our services.

It is OK to tell us what you think. It could be good, bad, or an idea you have.

Telling Crosslinks what you think is 'Feedback'.



## Types of Feedback

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There are different types of feedback.



A compliment is when something very good happened.



You could want to give a feedback idea like for a new activity or change to Crosslinks.



A complaint is when something bad has happened.

It could be that someone said or did something you did not like.

You will never be in trouble for telling Crosslinks about a complaint.



## Giving Feedback – Tell us what you think

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You can tell Crosslinks what you think at any time.

You can tell someone from Crosslinks in person when you see them.

It can be your support worker, Support Coordinator, or Area Manager.



You can also bring someone you trust when you talk with Crosslinks.

You can speak to your Support Coordinator or Area Manager.

Email  
[reception@crosslinks.org.au](mailto:reception@crosslinks.org.au)

Call  
08 9374 1600

[Contact us on the Crosslinks Website](#)