

## Information for Solve clients

You asked Solve Disability Solutions for help with equipment.

Your request has a project number. It will look something like this [2015-0100](#).

### What will happen next?



- We will contact you soon to find out what you need.
- We will talk to you about cost and payment.
- We will arrange to visit you.

### When we visit you



- We will need a safe place to visit you. We might do a safety check on the phone before we visit.



- Please do not smoke.



- Please keep pets on a lead.



- We will talk to you about your rights and responsibilities.

## What information will we need?



- We will need to get some personal and health information from you.



- This will help us to give you a good service.
- The government also uses this information to make sure we are providing a good service.



- The government might contact you to find out if we provided you with a good service.

## Did we do a good job?

We want to provide a good service.



- ✓ You can help us by telling us when we get things right or when we can be better.



- ✓ If you cannot tell us, you can ask someone else to do it.
- ✓ This could be someone from your family or a carer, or someone else you choose.



- ✓ To talk to us, ring 1300 663 243 or send an email to [info@solve.org.au](mailto:info@solve.org.au).
- ✓ You can also talk to the Disability Services Commissioner on 1800 677 342 or 1300 728 187.