

Feedback

We want to hear from you when we do things well but also when you are not happy.

Telling us what you think will not mean that we won't like you or your services will stop. We are always interested in what you have to say about us and encourage you to speak up.

Valued Lives follows principles of procedural fairness and natural justice and complies with the requirements under the National Disability Insurance Scheme (Complaints Management and Resolution) Rules 2018.

Complaints



It's always ok to speak up.

Complaints make us do things better!



You can complain about your services and supports when:

- ! something has gone wrong**
- ! something is not working well**
- ! something has not been done the right way**
- ! something makes you unhappy**
- ! you have been treated badly**

How to make a complaint or give feedback

Write down what has happened, so that you can remember

Talk to your worker

Call us and ask to speak to the manager

08 9274 7760

Email us

feedback@valuedlives.org.au

Submit a complaint using the feedback form on our webpage

valuedlives.org.au/contact

What we do about complaints



We will listen and talk to you or your advocate about what happened and how to fix it.

We record your complaint on our data system, notify our CEO that a complaint has been made and provide you with a written response within 2 weeks of the outcome.



You are important to us, so we:

-  **Provide support and assistance**
-  **Make sure you are safe**
-  **Look after your health and wellbeing**



You should know what is happening so we will:

-  **Ask you for feedback**
-  **Talk to you about what happened**
-  **Consult with you or your advocate through the process**
-  **Your ideas about any changes that would help in the future**



If we make changes to correct what happened, we will

-  **Change our practices**
-  **Change our policies and procedures**
-  **Train our staff**

If you feel that your complaint is not being taken seriously, or that we didn't respond correctly you can take your concern to the NDIS, by completing a 'Complaint Contact Form' on-line at www.ndiscommission.gov.au/about/complaints or by phoning them on **1800 035 544** or **TTY 133 677**. Interpreters can be arranged.

Remember, everyone has rights when making a complaint, including the right to:

-  **Be treated with care, consideration, dignity and respect**
-  **Have private information treated with sensitivity**
-  **Ask questions if you don't understand the process**
-  **Ask for a second opinion**
-  **Ask for your personal records**
-  **Request an interpreter or assistance with reading or understanding**
-  **Refuse to participate or not be supported by Valued Lives**
-  **Ask for more or detailed information in a way that you understand and Valued Lives encourages and wants you to speak up**

Our rules mean that we will keep you informed of the progress of your complaint and communicate the outcome to you in a way that you understand.