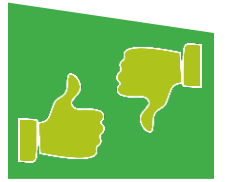




Oassist Feedback Policy



Compliments and Complaints

Your feedback helps us to improve, so that you will feel safer, happier and get more out of our services.

your
Feedback

This information is part of the *Feedback, Compliments and Complaints Policy and Procedure*.

If you wish to read the entire policy, we are happy to provide a copy.

We will often ask you for feedback. You can also comment or complain at any time. You can use this brochure, or phone us, or ask our staff to help. They will make sure the right people get your message. Your complaint will be kept private.

When you tell us what you like or don't like, we will listen. And we will try to change things if we can.

You will always receive a reply as quickly as possible.

Compliments and complaints

To give you better and better services, we need your feedback.

Feedback can be compliments, comments or complaints.

We love to hear compliments. That means we are getting it right. If you are happy, we are happy!

If you are not happy, tell us. It's OK to complain.

We won't be angry. So don't be shy. We need to know how you feel. Help us to do better!

We will always listen and reply to complaints, as quickly as possible.

You can complain anonymously. If you don't leave your name, we can't reply to your complaint. But we will still try to make things better.

your
Feedback
is important

Get help to complain

- from our workers
- from your family or friends
- from an advocate
- from the NDIS Commission

helping you
make
Complaints

Advocates An advocate is trained to speak for you.

If you are not sure how to find an advocate, we can help. Advocates are a free service.

NDIS Commission

You don't have to talk with us. If you have a serious complaint, you can tell the NDIS Commission.

it's OK to
Complain

You can provide feedback here:

Name: _____

Tell us what you think.

Write to us:

Assist

PO BOX 4023

Box Hill South VIC 3128

Phone us:

03 98902859

Contact the Disability Services Commissioner

Email them at:

complaints@odsc.vic.gov.au

phone: 1800 677 342

TTY: 1300 726 563 Interpreters can be arranged.

Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

Email them at:

disabilityadvocacy@dss.gov.au

Or write to:

Disability, Employment and Carers Group

Department of Social Services

GPO Box 9820

Canberra ACT 2601

Or search "disability advocate" online.