

Feedback and Complaints

This resource has been developed to help everyone understand the feedback and complaints process and their right to make a complaint.



What is Feedback?

Feedback is when you liked or did not like your experience with Livable. If you are unhappy you make a complaint.

Complaints are important for Livable to know what we are doing **well** and what we are doing **badly**.

Anyone can make a complaint including, customers, family members and support workers.



What is a complaint?

A complaint is when a problem is happening, and someone says that they are unhappy.

- Complaints are important for Livable to know what we are doing **well** and what we are doing **badly**.
- **Anyone** can make a complaint including, customers, family members and support workers. Including volunteers and other stakeholders.

Our commitment to you:

We will make sure that:

- we **listen** to all complaints and treat them all **fairly**;
- You will not be treated differently if you make a complaint
- we handle complaints **quickly**
- we can help you access support or advocacy if you need it when making a complaint
- we are culturally sensitive when managing complaints
- We will ensure your privacy and confidentiality is maintained
- We apologise when things go wrong



How to provide feedback or make a complaint

Speak to someone in person:

- You can speak to a staff member or manager you are comfortable with.





Complete a feedback and complaints form:

- Available on our Livable website:
www.livable.org.au



Write to:

- Feedback and Complaints at:
Livable Limited
P.O Box 889
Grafton NSW 2460



Email to:

- feedback@livable.org.au



Phone our head office:

- 1800 289 927



If you require an interpreter, you can phone the Translating and Interpreting Service on 131 450. Livable can assist you with this access.



If you are deaf, hard of hearing or have communication problems, you can use the National Relay Service. Refer to www.relayservice.gov.au



Review

- We will often check to see if our ask you to tell us if you found it easy or hard.

Escalating a Complaint

If you are not satisfied with the outcome of your complaint you may take your complaint further by;

Disability Supports and Services:

National Disability Insurance Scheme

Phone: 1800 800 110

Website: <https://www.ndis.gov.au/contact/Feedback-and-complaints>

Email: Feedback@ndis.gov.au



NDIS Quality and Safeguards Commission

Phone: 1800 035 544

Website: <https://www.ndiscommission.gov.au/about/complaints>

Email: contactcentre@ndiscommission.gov.au

Aged Care Supports and Services

Aged Care Quality and Safety Commission

Phone: 1800 951 822

Website: <https://www.agedcarequality.gov.au/making-complaint/lodge-complaint/>

Email: info@agedcarequality.gov.au



Children, Youth and Family Services

Department of Social Services

Phone: 1800 634 035

Website: <https://www.dss.gov.au/contact/feedbackcompliments-complaints-and-enquiries>

Email: complaints@dss.gov.au





**Early Childhood Education Directorate, NSW
Department of Education**

Phone: 1800 619 113

Website: <https://www.education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions>

Email: ececd@det.nsw.edu.au



NSW Ombudsman

Phone: 1800 451 524

Website: <https://www.ombo.nsw.gov.au>

Email: nswombo@ombo.nsw.gov.au