



It's ok to talk

Who else can you talk to?

If you are not happy with our response to your feedback you can talk to someone else.

Please see the contact details for other organisations below.

For complaints about services

NDIS Quality & Safeguards Commission

Interpreters can be arranged T 1800 035 544
(free call from landlines) TTY 133 677
www.ndiscommission.gov.au

National Relay Service

T 1800 555 660 and ask for
1800 035 544
www.relayservice.gov.au

Translating and Interpreting Service

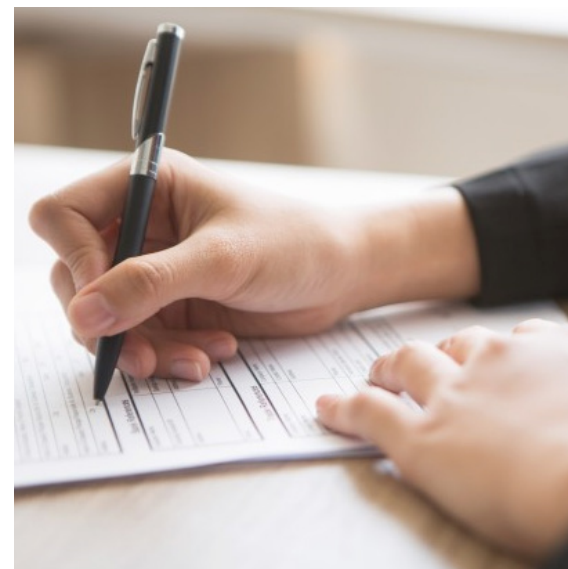
131 450

Do you want help to give feedback?

- We can also help you find someone you like to support you to give feedback or make a complaint.
- If you would like a support person to help you please tell your Supervisor.
- You can also seek support to make a complaint from an independent advocate.
- Disability Advocacy Finder
<https://disabilityadvocacy.nder.dss.gov.au/disability/ndap/>
- Disability Advocacy Network Australia (DANA)
<http://www.dana.org.au/home/advocacy-groups/nsw/>



Complaints & Feedback Guide





We like all feedback

Things to know

- You have the right to give feedback or make a complaint.
- It makes us better at what we do
- If you want to give feedback you should do it as soon as you can.
- You will not be treated differently for saying what you think and how you feel.
- Giving feedback is helpful - your supports will not stop if you speak up and tell us about something that makes you unhappy.
- Windgap will get back to you about your feedback as soon as we can. It is important to us.
- If you want you can have an advocate or someone you like to help you give your feedback to Windgap.
- If you make a complaint Windgap will respect your Privacy - all complaints are investigated.

Giving feedback

Feedback is telling us what you think about:

- Windgap
- YOUR services and supports
- The work of Windgap

Why should you give feedback?

Feedback is important for you and for us.

By giving us feedback you can:

- Get the help and support you need
- Change things that make you unhappy
- Help other people who are unhappy
- Help us thank staff who do a good job
- Help us make our services better

Who can give feedback?

- You
- Family and friends
- Carers and guardians
- Staff
- Advocates
- Community members

What can you give feedback about?

You can give feedback about anything;

- You are happy or unhappy about your supports and service

- Someone has hurt you or made you feel bad
- You do not feel safe
- Someone is doing a good job
- You have an idea about how we can do things better

How to give feedback

You can choose how you want to give feedback or make a complaint.

In Person

- You can talk to anyone working at Windgap.
- You can use pictures.

By Phone

Call our Information line on 02 8337 3600

Online

Fill in the Complaints Feedback form.

Email

complaints@windgap.org.au

Post

Write to us at:

Windgap

P.O. Box 756 Roseberry NSW 1445

In Writing

You can write it down or fill in the Complaints Feedback form.

You can get a copy of this form at any of our Windgap services.