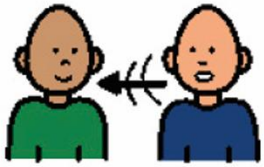
Complaints, Compliments and Feedback

This policy explains how you can tell Ability WA what you think about our services. Your feedback helps us make our services better. We listen fairly and protect your privacy.

Who is this policy for?

This policy is for Ability WA customers and their families and carers. It is also for staff, people who work for us through an agency, volunteers and visitors.

What is this policy about?

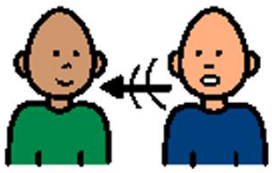


We want to hear what you think. You can make a complaint if you are not happy.
You can give a compliment to tell us what we do well. Feedback means telling us what you think and what we could do better.

We make it easy for you to tell us what you think. We aim to reply and sort out problems quickly. We will support you while we do this.

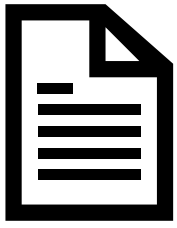
Ability WA will do these things:

- We will use your feedback to improve our services and how we work.



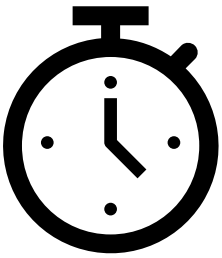
- We will explain how to make a complaint, give a compliment or share feedback. We will help you do this.

- We will follow National Disability Insurance Scheme (NDIS) laws when we handle complaints.
- We will work with the NDIS Quality and Safeguards Commission (NDIS Commission) and others to sort out complaints.



- If a complaint suggests a crime may have happened, we must report it as Australian law requires.

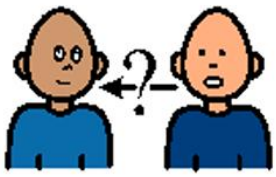
- We will use clear, easy steps to listen to your feedback, look into complaints and sort out problems.



- We will handle your complaint fairly and as quickly as we can.

- We will keep you updated when we have new information.

- We will treat your complaint with respect and keep it private, unless the law says we must share it.

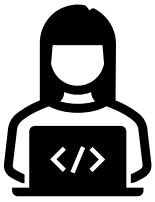


- We will train all staff to listen to complaints and follow the steps for handling feedback.

How to get more help

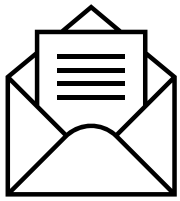
You may not be happy with how Ability WA has handled your complaint.

You may want to tell the NDIS Quality and Safeguards Commission about what has happened.



You can do this on their website https://www.ndiscommission.gov.au/complaints/report.

You can call their contact centre 1800 035 544 or visit the National Relay Service and ask for 1800 035 544.

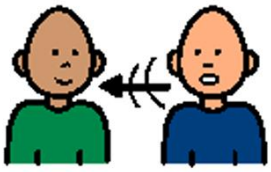


You can also send them a letter. Their address is NDIS Quality and Safeguards Commission,
PO Box 210, Penrith NSW 2751.

An advocate is someone who can help you tell other people what you need.

Some advocates are also lawyers. They can help with legal matters if you need this.

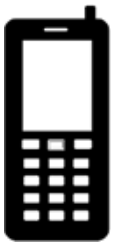
You can ask Ability WA on 1300 106 106 for more information about how to find an advocate or legal help.



You can ask someone you trust to help you make a complaint to the NDIS Commission, get an advocate, or get legal support.

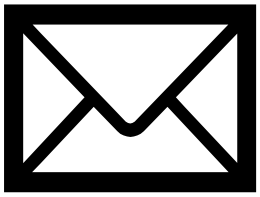
Ability WA can also help you make a complaint to the NDIS Commission, get an advocate, or get legal support.

Contact Us

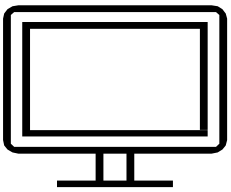


1300 106 106

106 Bradford Street, Coolbinia



info@abilitywa.com.au



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