



Wallara

Grow. Work. Explore. Live.

Complaints at Wallara



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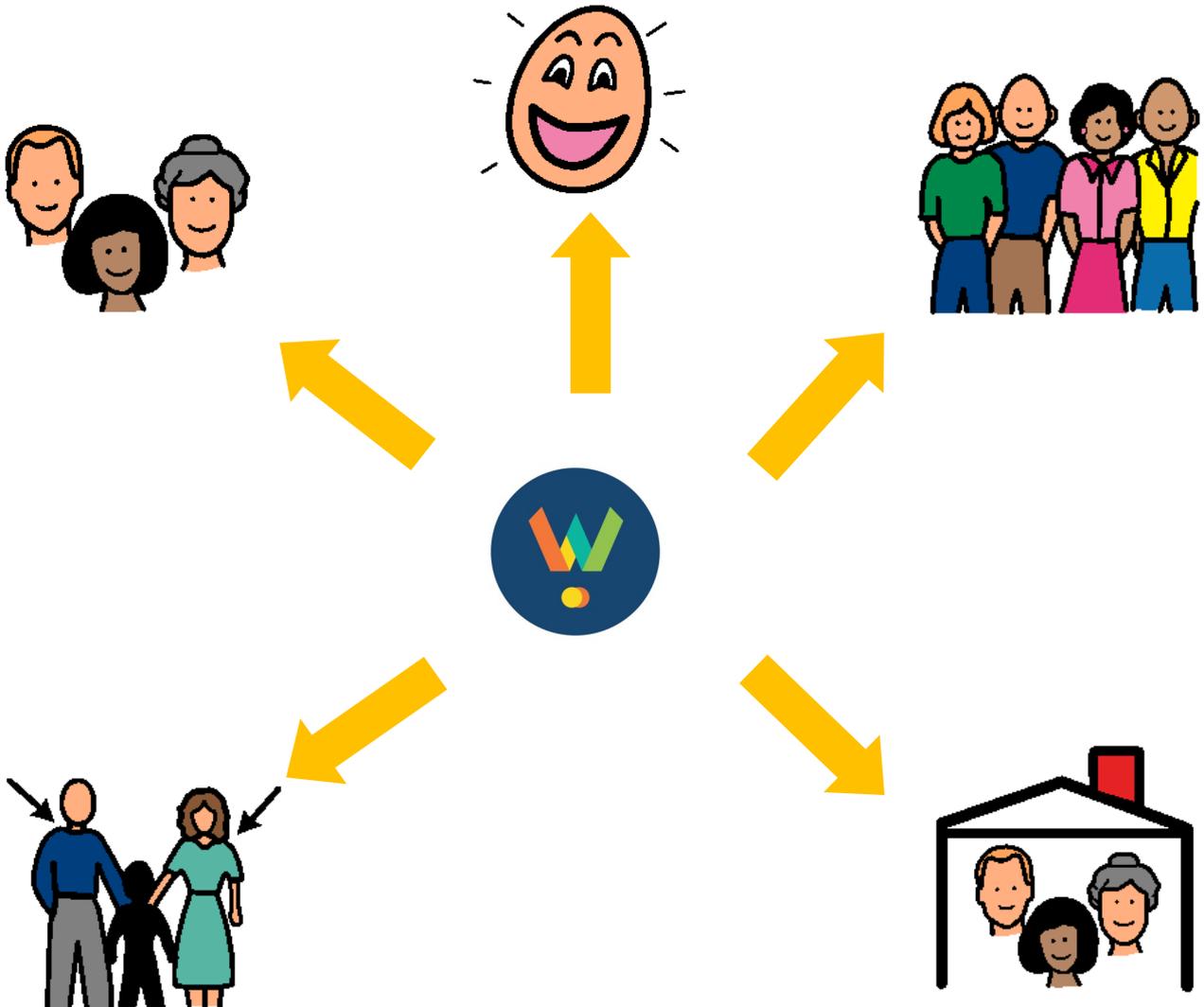
Who can you talk to about your complaint? 

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This book is for everyone who comes to Wallara
and their families or other supports



What is a complaint?

A complaint is where you have a problem that you want to get fixed.

You tell someone about the problem



A complaint could be about:



⇒ A person



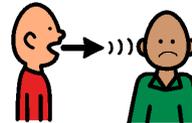
⇒ The building



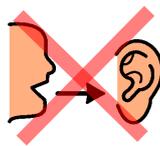
⇒ Your program



⇒ The way you have been spoken to



⇒ Not being listened to



⇒ Not being treated fairly



⇒ Wallara



⇒ Or anything else that has made you unhappy



Who can make a complaint ?

Any client who uses Wallara now can make a complaint.

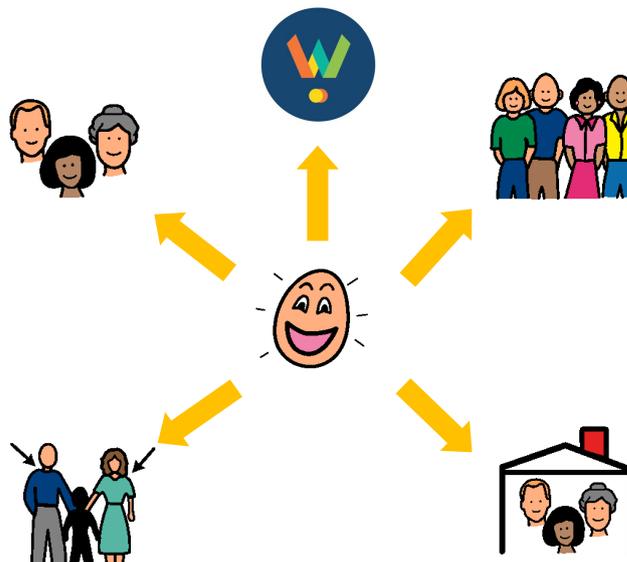
Ex-clients can make complaints.

Clients wanting to use Wallara's services.

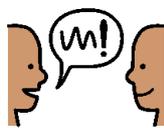
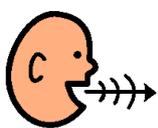


Clients may ask their family, friends or staff for support to help them make a complaint.

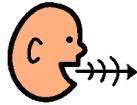
Clients can be involved in making complaints even when other people complain on their behalf. Nothing about me, without me.

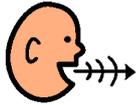


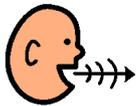
Communication is important. Talking to Wallara and people involved about your complaint will help to get it fixed quickly.

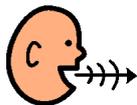


Who can you talk to about your complaint ?

Speak to a staff member at Wallara  

Speak to the Complaints Manager at Wallara  

Speak with your family  

Speak to people you live with  

Speak to the NDIS Quality & Safeguarding Commissioner



**NDIS Quality
and Safeguards
Commission**

 **1800 035 544**

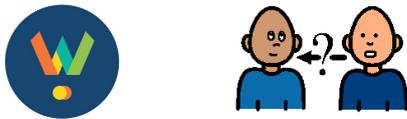
9am to 5pm local time, Monday to Friday.
Excluding public holidays.

How to make a complaint?

If you have a complaint there are different ways to complain or get help to fix it.



Wallara will not treat people differently because they make a complaint. Complaints help us to be a better service.



First if you feel comfortable, you can speak to a staff member and they might be able to help you straight away.



If they can't, you can fill in a complaints form. This is easy to read.

If you have difficulty filling out this form you can ask someone else to help you—a family member, a friend or a staff member.



Regardless of filling in a form, Wallara can arrange a meeting with you to talk about the problem and help find a solution.



What happens in a complaint meeting?

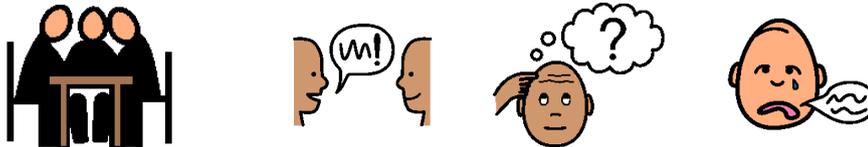
Wallara takes all complaints seriously and are important to improve Wallara.



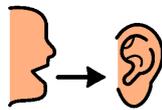
Wallara will discuss your complaint with you



In this meeting you will be able to talk about the issues



Wallara will listen to what you have to say.



If the complaint includes another person, Wallara will talk to them as well.



Wallara will document everything that is said in the meetings and will keep the information private.

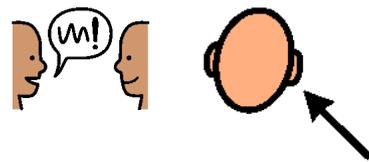


Wallara will try to help you to fix the problem that you have quickly.



What to do if you are still not happy?

If you are still not happy or the problem isn't fixed you can speak to someone else

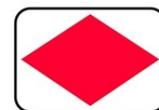
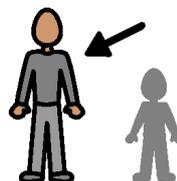


You can:

Speak to an advocate organisation

VALID Victorian Advocacy League for Individuals with Disability

Or the Office of the Public Advocate



OFFICE OF THE
PUBLIC ADVOCATE

Or you can talk to the NDIS Quality and Safeguards Commissioner.



NDIS Quality
and Safeguards
Commission

 **1800 035 544**

9am to 5pm local time, Monday to Friday.
Excluding public holidays.

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

This information is in the Wallara Welcome Pack too.



Wallara

Grow. Work. Explore. Live.

Head Office: 160 Bridge road, Keysborough 3173 Vic

Mail: P.O Box 363 Dandenong Vic 3175

Phone: (03) 9792 2985

Fax: (03) 9793 3100

Email: info@wallara.com.au