



# Complaints and Feedback

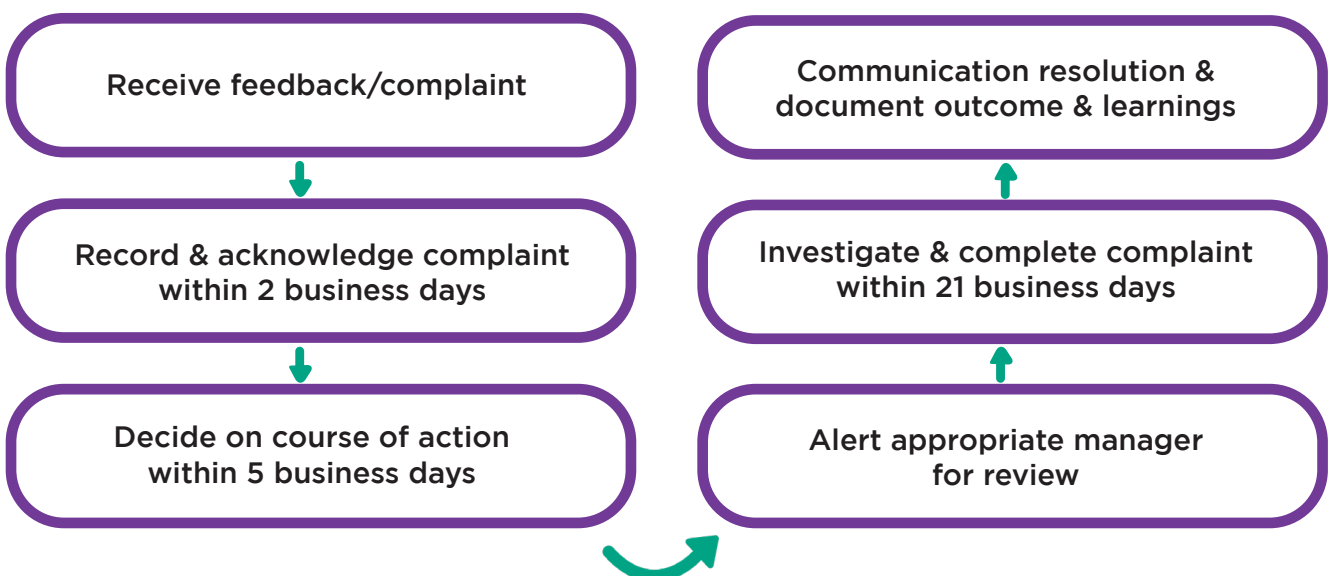
## Our commitment to resolving your issues

Able Australia is committed to providing quality services and supports to our clients.

If you are an Able Australia client, talk to us about how we can work together to best meet your needs and support you in achieving your desired life experiences.

We will treat all information about you in strict confidence and ensure that your privacy is respected.

## Complaints process



Registered  
NDIS  
Provider



## Making a complaint

There are a number of ways you can make a complaint about our services or staff:



A good place to start is to speak to the person you have been dealing with as they will be familiar with your issue. Talk to our staff or manager. They will try to fix your complaint on the spot. If you don't feel comfortable with that, you can:



Call us on 1300 225 369



Email your complaint to us at [feedback@ableaustralia.org.au](mailto:feedback@ableaustralia.org.au)



Send a letter to:  
Locked Bag 4000  
Surrey Hills VIC 3127



Complete the online Feedback Form available at [ableaustralia.org.au](http://ableaustralia.org.au)

We will work with you — and those important to you — to resolve your complaint. Different types of complaints can be managed in different ways and the team member who is assisting you can provide you with information about the best way to resolve it.





## What happens if I'm not satisfied with the complaint outcome?

If you are not satisfied with the approach taken or the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled. If you are not satisfied with the way your complaint was managed, you may seek assistance from external bodies in your state or territory. We can provide you with their contact details if you need us to.

### How we handle complaints

Our approach is to:

- Take immediate action if it appears that there is a high risk of harm, neglect or abuse.
- Acknowledge complaints two business days after we receive it.
- Contact you or your representative within two business days to talk about your complaint. We may seek more information to help us better understand it.
- Work with you to agree upon a satisfactory course of action within five business days of the complaint being made.
- Resolve 90% of complaints within 21 days of receipt. More complex complaints may take longer to address.
- Keep you informed about the progress of your complaint at every stage.

With your permission, we will contact relevant people within Able Australia, provide them with details of the complaint and ask for their feedback or comments.

We will let you know what they say in response to your complaint and discuss with you how best to resolve it.

If you are not satisfied with the approach taken or the outcome of your complaint you can ask for a supervisor or manager to review your complaint and how it was handled.

If you are not satisfied with the way your complaint was managed, you may seek assistance from external bodies:

#### **NDIS Quality & Safeguarding Commission**

PO BOX 210

1800 035 544

[contactcentre@ndisadmission.gov.au](mailto:contactcentre@ndisadmission.gov.au)

#### **Aged Care Quality & Safety Commission**

GPO BOX 9819

Your Capital City

1800 951 822

[info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au)



**National Office**

413 Canterbury Road  
Surrey Hills VIC 3127  
T: 1300 225 369

**Able Australia Services**

ABN 83 024 339 234  
ACN 005 783 175

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[ableaustralia.org.au](http://ableaustralia.org.au)

