
What if I have a complaint?

Alive4Life strives to the the best we can at all times for our customers and their carers. We do however recognise that from time to time a consumer (and/or carer) might be dissatisfied with a service they receive. When a consumer (and/or carer) has a complaint, the issue will be dealt with promptly, fairly and in a non-threatening way with due regard to the consumer and/or carers rights. Alive4Life are committed to making sure our clients and carers can make complaints and provide feedback without fear of retribution. Your complaints and feedback give us the opportunity to improve our services. We understand that making a complaint and/or providing feedback can be a stressful event for everyone concerned and we aim to manage these situations with care, dignity and confidentiality.

Can I make an anonymous complaint?

You may complain or provide feedback anonymously via this document. Below you will find a blue heading with the online access link to anonymously complete your feedback securely online. You do not have to provide your name or contact details. Alternatively, you may contact administration by phone and request to remain anonymous.

Can I make a complaint to the NDIS Commission?

Yes. If you feel you are unable to make your complaint directly to our organisation or any other party, please contact the NDIS Commission at any time to give your feedback or complaints. Please click [HERE](#) to take you directly to the NDIS Commissions complaints and feedback page.

Can I access an advocate to help me provide feedback or make a complaint?

You may seek the support of an advocate to help you make a complaint, provide feedback, or support you while using our service.

Advocacy Services:

Poss-Able: www.ideas.org.au or phone 1800 744 487

People with Disability: www.pwd.org.au or phone 1800 422 016

Procedural Fairness

During our complaints and feedback handling processes, Alive4Life apply the principals of procedural fairness. This means that the respondent is informed of allegations against them and each party has their chance to have a say and be heard. The person handling the complaint will be impartial.

How Can I make a complaint?

If you would like to leave feedback or complain about the service you have received from us, or if you think we have breached your privacy obligations you may;

- contact us through our website www.alive4life.com.au
- request and fill out a feedback form and mail it to 5 Chamberlain St, Campbelltown, NSW, 2560
- call us on 1800 254 834
- email us at quality@alive4life.com.au

External agencies who can take my complaints

There are a number of external agencies who can also take your complaint about our service;

The NDIS Commission will take your feedback and complaints about providers seriously and support you to make a complaint or provide feedback about a provider. *Please click [HERE](#) to go directly to the National Disability Insurance Scheme Commission Website where you can find information to phone or email the organisation with your complaint.*

Disability Services NSW Ombudsmen Phone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524 Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au Fax: 02 9283 2911

Anti-Discrimination Board NSW (02) 9268 5555

www.lawlink.nsw.gov.au/ADB

Australian Human Rights Commission (02) 9284 9600

Complaints: 1300 656 419 complaints@humanrights.gov.au www.humanrights.gov.au

Disability Discrimination Legal Centre 1800 800 708 (NSW only)

www.ddlcnsw.org.au

Health Care Complaints Commission

(02) 9219 7444 Free call: 1800 043 159

hccc@hccc.nsw.gov.au www.hccc.nsw.gov.au

Intellectual Disability Rights Service (02) 9318 0144

Free call 1800 666 611 info@idrs.org.au www.idrs.org.au

Make a complaint online


We value your feedback and experiences with our Alive4Life community. It is important to us that you feel supported to live your life your way by our organisation and if we aren't meeting those needs, please let us know!!

Please click [HERE](#) to go to our secure, anonymous complaints form. It is up to you whether or not you identify yourself.

NDIS Unsure who to complain to?
there is no wrong door

If you call any of our offices we will help you get to the right place

I'm not happy with the provider of my disability supports	NSW Ombudsman	1800 451 524 nswombo@ombo.nsw.gov.au ombo.nsw.gov.au
I'm not happy with the NDIA's actions	Commonwealth Ombudsman	1300 362 072 ombudsman@ombudsman.gov.au ombudsman.gov.au
I'm not happy with a product or service I bought	NSW Fair Trading	13 32 20 fairtrading.nsw.gov.au



Complaints Management Timeframe

Upon receipt of your complaint, a member of the Alive4Life administrative team will respond within 24 hours. If the complaint cannot be resolved at the time of complaint or by the Administration team within 24 hours, your complaint will be escalated to the Executive Business Manager and Executive team. Depending on the nature of your complaint, it may be referred to the NDIA Commission or to management to support you through the complaints resolution process outlined below. We endeavour to resolve all complaints within 21 business days or earlier.

Complaints Reporting process

