

You can take it further

What if I am still not happy?

We will do everything we can to fix your problem, but, if you are still not happy, please contact one or all of the following listed below:

Contact us at Windarring

☎ (03) 5422 7001
✉ admin@windarring.org.au



Disability Services Commissioner

☎ 1800 677 342
between 9am and 5pm,
Monday to Friday.
🌐 www.odsc.vic.gov.au



NDIS Quality and Safeguards Commissioner

☎ 1800 035 544
(Freecall from landlines)
or TTY 133 677.



FEEDBACK

Let us know how you feel



Feedback is a term we use when someone tells or shows us something that they are really pleased about or when they are not very happy.

It can also mean when a person wants to suggest something.

Either way, it helps us to look at how we look after you, so that we can try to do it better.

It also helps to fix the problem (as best we can) for you and others who will use our services in the future.

Your rights

Don't feel bad about complaining or making a suggestion

If you are not happy about something, tell us.

We would rather you be up front and honest with us. This way we can do something to fix your problem and to stop a similar thing happening to you again or someone else.

By hearing first hand from you, we can try and fix the problem as soon as possible.

Gone are the days when people didn't complain because they felt it would be held against them. Now we treat feedback as a 'gift' as it helps us improve. That is, to do things better for you.



Your voice

How do I let you know?



Speak to someone

You can let one of the staff know how you are feeling and they will pass this onto the person in charge.

They will then come and have a chat with you.



Fill out the form

The 'Let us know' feedback form is easy to complete, however, if you need help please let one of the staff know and they can fill it out for you.

Otherwise, one of your family or friends can help you fill the form out.