

Lifestart Fact Sheet



Feedback and Complaints Process



We want to know what you think about Lifestart.

This helps us to do things better.

You can give good or bad feedback or make a complaint any time you want to.

There are different ways that you can do this.



You can talk face to face with a Lifestart staff member.



You can call somebody you know already at Lifestart.

Or you can call our main office on 02 9364 0111 and ask to speak with a Senior Manager.



You can fill in a form on our website

www.lifestart.org.au/feedback

You can email us directly

feedback@lifestart.org.au



You can phone or write to the CEO at Lifestart.
This person is Lifestart's most senior manager.

Phone: (02) 9364 0111

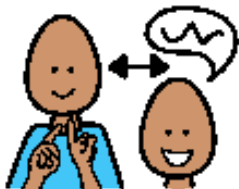
Mail: The CEO Lifestart, PO Box 3277, Putney NSW 2112

Other important information about feedback



It is OK to ask someone you trust to help you give feedback or make a complaint.

This person does not have to be a Lifestart staff member.



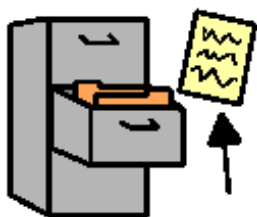
We can arrange for you to have an interpreter.



Someone from Lifestart will contact you within 2 working days after hearing about your complaint.



We will treat you fairly when you give us feedback and it will not affect any services you get from Lifestart.



Lifestart has a policy that gives people more information about feedback and complaints.

You can ask to look at this policy if you want. You can also ask for someone to explain the policy to you.



There are other organisations that can help you with a complaint. You can contact them if you are not happy with the way we manage your feedback.



1. [NDIS Quality and Safeguards Commission](#) Ph: 1800 035 544 or email: contactcentre@ndiscommission.gov.au
2. [National Disability Insurance Agency](#) Ph: 1800 800 110 or email: feedback@ndis.gov.au
3. [NSW Fair Trading](#) Ph: 13 32 20