

Feedback and Complaints

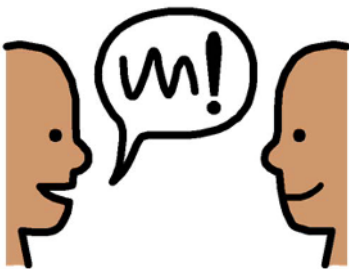


We want to know what you think about Lifestart.

This helps us to do things better.

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

There are different ways you can do this.



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



You can call somebody you know 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 send an email to

feedback@lifestart.org.au



You can phone or write to our CEO.

This person is Lifestart's most senior manager.

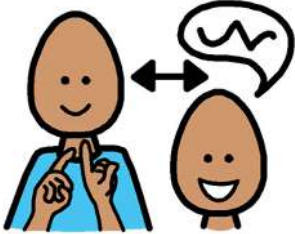
Phone: (02) 9364 0111

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

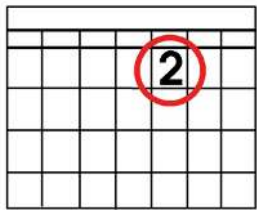
Other important information about feedback



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



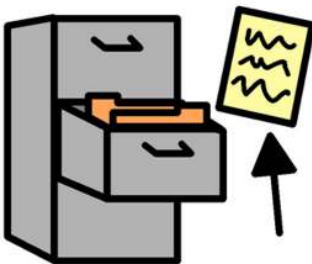
We can arrange for you to have an interpreter.



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 our services to you.



Lifestart has a policy with more information about feedback and complaints.

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



NDIS Quality
and Safeguards
Commission

There are other organisations that can help you with a complaint. You can contact them if you are not happy with us.



Fair
Trading

1. [NDIS Quality and Safeguards Commission](#)

Ph: 1800 035 544

Email: contactcentre@ndiscommission.gov.au

2. [National Disability Insurance Agency](#)

Ph: 1800 800 110 Email: feedback@ndis.gov.au

3. [NSW Fair Trading](#) Ph: 12 32 20