

## FEEDBACK, COMPLAINTS & RESOLUTIONS

Orti &  
Karina

We work  
together so  
everyone has  
a fair go



# Feedback, Complaints & Resolutions

**At The Tipping Foundation we are interested in what you have to tell us about your experience with us. We like to hear about the good service and support we provide and any suggestions to do better.**

More important though we need to hear when we don't do so well. If you're unhappy with how we provide support, the information we give you, how we run the service or how staff treat you, we

want to know. We can't change things if we don't know what's not working well for you. Making sure you are safe and well is important to us.

If things aren't working well for you we encourage you to speak up and tell someone. There are lots of people at The Tipping Foundation you can talk to. There are lots of different ways you can tell us what's not working well. Speaking up is important!

We will work with you to try and change and fix what's not working well

as quickly as possible and keep you updated on how things are progressing.

Some things we will be able to fix quickly, other things however may take some time but we will work with you to make good changes for everyone.

We also understand that your privacy is important to you and we respect that. Anything you tell us we treat confidentially and keep private in line with the law. We will only pass on the details of the information you give us with your consent.

## Ways to provide feedback or make a complaint

- Speak with your staff or someone you know who you feel comfortable with and trust
- Call our General Manager - Client Services on (03) 9564 1000
- Call your local office
- Email us on [complaints@tipping.org.au](mailto:complaints@tipping.org.au)
- Via our website [www.tipping.org.au/contact/feedback](http://www.tipping.org.au/contact/feedback)

Importantly, don't wait too long to tell us what you are unhappy with.

Of course we understand that even though we may have tried everything, sometimes you may not feel we have done enough.

If this is the case, we encourage you to speak with someone outside The Tipping Foundation. That's your right!

## Where can you get more information?

### Who should you speak to:

External agencies and advocates that can also assist are:

Office of the Public Advocate  
[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) 1300 309 337

Victorian Advocacy League for Individuals with Disability  
[www.valid.org.au](http://www.valid.org.au)  
03 9416 4003

Domestic Violence Resource Centre  
[www.dvrcv.org.au](http://www.dvrcv.org.au)  
03 9486 9866

Disability Services Commissioner  
[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)  
1300 728 187

Office of the Health Complaints Commissioner  
[www.health.vic.gov.au](http://www.health.vic.gov.au)  
1300 582 113

The Ombudsman Victoria  
[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)  
03 9613 6222

The Commission for Children & Young People  
[www.cyp.vic.gov.au](http://www.cyp.vic.gov.au)  
1300 782 978

National Disability Insurance Agency  
[www.ndis.gov.au](http://www.ndis.gov.au)  
1800 800 110

Department of Health and Human Services  
[www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)  
1300 884 706

Age Care Complaints Commissioner  
[www.agecarecomplaints.gov.au](http://www.agecarecomplaints.gov.au)  
1300 550 552

**We work together so everyone has a fair go**

**We are a Child Safe organisation**

Mitch and his support worker Martine



## Contact us

 03 9564 1000

 [info@tipping.org.au](mailto:info@tipping.org.au)

 [www.tipping.org.au](http://www.tipping.org.au)