

THE TIPPING FOUNDATION

A Bill Tipping legacy working together with Vista

FEEDBACK, COMPLAINTS & RESOLUTIONS



We work
together so
everyone has
a fair go



How to use this booklet



This booklet has been written by The Tipping Foundation. When you see the word 'we', it means Tipping.

We want to make sure that the people we support:

- are safe
- are happy with their services
- feel looked after
- speak up when they want to

How to give us feedback or make a complaint?



You can:

- talk to a Tipping staff member or someone you trust
- call our General Manager – Client Services on (03) 9564 1000
- call your local Tipping office
- email complaints@tipping.org.au
- visit our website www.tipping.org.au/contact/feedback

We will try our best to fix the problem, but sometimes you might feel that we have not done enough. If you feel this way, you have a right to speak with someone outside Tipping.

Where can you get more information?

There are organisations that can support you.

They have websites where you can get more information.

Office of the Public Advocate
www.publicadvocate.vic.gov.au

Victorian Advocacy League for Individuals with Disability
www.valid.org.au

Domestic Violence Resource Centre
www.dvrcv.org.au

Independent complaint bodies:

Disability Services Commissioner
www.odsc.vic.gov.au

Office of the Health Services Commissioner
www.health.vic.gov.au

The Ombudsman Victoria
www.ombudsman.vic.gov.au

Child Safety Commissioner
www.ccyp.vic.gov.au

National Disability Insurance Agency
www.ndis.gov.au

Department of Health and Human Services
www.dhhs.vic.gov.au

Age Care Complaints Commissioner
www.agecarecomplaints.gov.au

Contact us

 03 9564 1000
 info@tipping.org.au
 www.tipping.org.au

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We are a Child Safe organisation