



“ Let’s achieve
your goals
together ”



Ability Choice Care
Feedback & Complaints
Let's Achieve Your Goals
Together



Contact Us for any Complaints or Feedback.

- 📞 1300 100 011 or 8806 4646
- 🌐 [www.abilitychoicere.com.au](http://www.abilitychoicecare.com.au)
- @ info@abilitychoicere.com.au
- 📍 Shop 4019, Level 4 Westpoint Blacktown Shopping Centre.
17 Patrick Street Blacktown NSW 2148



Check out and follow us on our Social Media Platforms

Ability Choice Care is a
Registered NDIS Provider



Monitoring Complaints

At Ability Choice Care all our Feedback and Complaints are maintained in our Complaints Register.

Once recorded all complaints are addressed within a four-week timeframe or sooner, unless the complaint is unresolved, represents a conflict or needs to be escalated.

The Managing Director reports all complaints and feedback to the Directors on a fortnightly basis.

Key Service and contacts to address complaints

- NDIS Commission - 1800 035 544
- People with a Disability Australia Inc - 1800 422 015
- NSW Ombudsman Office - 1300 362 072
- The Australian Human Rights Commission - 1300 656 419
- Disability Services Commissioner - 1800 677 342
- National Disability Abuse and Neglect Hotline - 1800 880 052
- Office of the Public Advocate - 1300 309 337



7 ELEMENTS NDIS CODE OF CONDUCT



The Code of Conduct requires workers and providers who deliver NDIS supports to:

- act with respect for individual rights to freedom of expression, self-determination, and decision-making in accordance with relevant laws and conventions
- respect the privacy of people with disability
- provide supports and services in a safe and competent manner with care and skill
- act with integrity, honesty, and transparency
- promptly take steps to raise and act on concerns about matters that might have an impact on the quality and safety of supports provided to people with disability
- take all reasonable steps to prevent and respond to all forms of violence, exploitation, neglect, and abuse of people with disability
- take all reasonable steps to prevent and respond to sexual misconduct.

Will Anything Happen To Me If I Raise a Complaint?

- Bringing up a complaint is entirely safe, as it remains confidential unless you explicitly grant permission for us to discuss it with the other party involved. Your trust and privacy are paramount.
- Your feedback allows us to address any concerns you may have, ensuring we provide you with the best possible service and advice. Rest assured, we are committed to serving you to the best of our abilities.

How Can I Give Feedback Or Make A Complaint

1. If you are concerned about any issues and wish to raise a complaint, please follow the diagram below.
2. If you do not feel comfortable raising the issue with your Support or Service Coordinator refer to Step 2
3. If you want to raise a serious complaint you can contact the Managing Director or the CEO directly. Refer to
4. If you do not feel comfortable raising the complaint with out support, you're welcome to invite a nominee, advocate or family member to speak on your behalf

COMPLAINTS PROCEDURE - AN EASY STEPS GUIDE FOR YOU TO FOLLOW

Talk to the person concerned
e.g. Disability Worker

1

2

Talk with your Coordinator

Talk with the Managing
Director

3

4

Talk to the Directors of
the Organisation

Talk with the NDIS

5

6

Talk to the commonwealth
Ombudsmnas Office