

LIFE WITHOUT BARRIERS

OUR PROMISE TO YOU

You have the right to always be respected and safe when you get support from Life Without Barriers.
If you are unhappy, feel hurt or unsafe, you can tell us. We will try to fix the problem.



We will treat you with respect and fairness



We will listen to you if there is a problem



We will talk with you and your supporters about how we will fix it



We will do everything that the law tells us to do to fix a problem



We will not treat you differently for speaking up.
Nobody is allowed to hurt you.

HOW TO MAKE A COMPLAINT



Talk to your support network or someone you trust

Tell Life Without Barriers



Email
complaints@lwb.org.au



Call
1800 721 226



Website
www.lwb.org.au



Mail
National Complaints Manager, Life Without Barriers
PO Box 2226, DANGAR NSW 2309