

TRANSFER OF DISABILITY SERVICES TO LWB

Fact sheet for
Participants and Families



HOW TO RAISE A CONCERN OR LEAVE FEEDBACK – INFORMATION FOR PARTICIPANTS AND FAMILIES

This fact sheet provides information about how participants, their families and supporters can raise a concern or submit feedback after disability services transfer from the Department of Health and Human Services (DHHS) to Life Without Barriers in 2019.

At the moment, your disability services are provided by the Department of Health and Human Services (DHHS), which means any concerns or feedback about your current support should be directed to DHHS.

Once your disability services transfer to Life Without Barriers later this year, any concerns or feedback you or your support network may have about your support can be directed to Life Without Barriers via the contact details below.

WHY IT IS IMPORTANT TO RAISE A CONCERN:

You have a right to ensure the services you receive meet your expectations and are of high quality.

At Life Without Barriers, we see complaints, compliments, and feedback as an opportunity to understand the experience of the people we support and to continuously improve our approach and practice so that we can meet the expectations you have of the services we provide.

We welcome your complaints and will not treat you differently because you've made a complaint.

You can tell us about your complaint directly, or your family, friends, advocate or someone else can help to make a complaint for you.

WHEN YOU SHOULD RAISE A CONCERN:

Once your services transfer to Life Without Barriers, contact us if:

- you feel a service is unsatisfactory
- you did not receive enough information or choice
- you were denied respect, dignity or privacy
- you ever feel unsafe

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IF YOU RAISE A CONCERN, YOU CAN EXPECT WE WILL:

- provide information that is helpful, accurate, and easy to understand
- are courteous and considerate in how we engage with you
- promptly refer requests to the appropriate person
- respond to requests within a reasonable time
- keep you informed of progress or delays
- aim for a resolution that is reasonable

HOW TO MAKE A COMPLAINT:

If you have a concern, we encourage you or your supporters to take the following steps to resolve the issue:

STEP 1

Discuss your concern with the house supervisor or your key worker.

STEP 2

If the issue is not resolved in a way that you are comfortable with, you can raise the concern with a more senior manager at your local Life Without Barriers office.

You can also contact Life Without Barriers by calling 1800 955 229 (between 9am – 5pm) or emailing asklwbvic@lwb.org.au

STEP 3

If you wish to access support outside of Life Without Barriers, you can contact the Victorian Disability Services Commissioner by calling 1800 677 342 (free call from landlines) or 1300 728 187 (local call).

This information will be made available in each house, as well as details of advocacy organisations you may wish to access.

Got a question about the transfer of services to Life Without Barriers? Contact us!

Email: asklwbvic@lwb.org.au

Telephone: 1800 955 229

Website: lwbvictoria.org.au