

YOUR FEEDBACK IS IMPORTANT TO US!

At Onemda we encourage everyone including participants, families, carers, staff and other community members to provide their feedback. All feedback offers us valuable insights to help ensure we are meeting the needs of our stakeholders.

You may wish to:

- Provide a compliment to staff or management.
- Make an improvement suggestion.
- Raise a concern or lodge a complaint.

WHY TELL US YOUR THOUGHTS?

At Onemda we see all feedback as a gift, as it provides valuable insight into whether we are meeting the needs of our stakeholders and how we can continually improve our services. We like to hear about your first hand experience and encourage you to provide honest feedback.

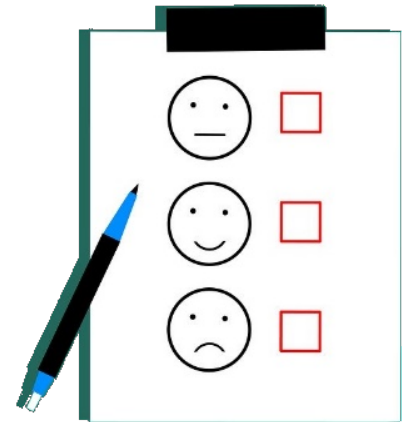
HOW YOU CAN TELL US ABOUT YOUR EXPERIENCE:

The following are ways for you to give your feedback:

- Speak with a relevant staff member either in person or via telephone. They should be able to help address any concerns or help direct your feedback to the most appropriate person within the organisation.
- Complete this form and either mail it to Onemda or deliver it to one of our campuses. You may not feel comfortable addressing the staff directly or wish to provide your feedback anonymously.
- Email your feedback directly to onemda@onemda.com.au

WHAT CAN WE DO FOR YOU?

- We will thank you for providing your feedback.
- Pass on any compliments.
- Acknowledge any concerns.
- Communicate any areas of improvement to relevant senior staff to support improvement.
- Provide assistance and support in resolving any concerns.
- Ensure any complaints are investigated and arrange a meeting (if required).
- Ensure a response is provided.
- Provide you with avenues to raise your concerns if you do not feel they have been addressed appropriately by Onemda.





PLEASE TELL US ABOUT YOUR EXPERIENCE:

Name (optional): _____

Date: _____

PLEASE SEND US YOUR FEEDBACK:



onemda@onemda.com.au



03 9842 1955

You can call and speak to our Privacy & Feedback Officer, or a Senior Manager.



Please complete this form and deliver to one of our core campuses in person, or by mail.

Doncaster East Campus

123 Andersons Creek Road
Doncaster East VIC 3109

Glenroy Campus

32 Widford Street
Glenroy VIC 3046

WHO CAN YOU CONTACT IF YOUR CONCERNS REMAIN UNRESOLVED?

If you lodge a complaint with Onemda and do not feel that it has been resolved to your satisfaction, you may wish raise your concerns with one of the following bodies:



NDIS Quality and Safeguards Commission

Phone 1800 035 544

Online www.ndiscommission.gov.au

Complete a Complaint Contact Form



Phone 1800 677 342

Online www.odsc.vic.gov.au



Phone 1800 800 110

Email feedback@ndis.gov.au



Phone 1800 497 132

Online www.vdwc.com.au