

# Share Your Feedback

## *Have your say...*

The Independent Living Centre WA (ILC) is committed to providing you with high quality services to meet your needs. Whether you are happy or unhappy with our services we welcome your feedback.

Please use the steps outlined in this information sheet to share your comments or concerns with us, so we can improve our services to you and others.

### Your Rights

- To share your feedback without fear of retribution.
- To be treated with dignity and respect.
- To have your privacy respected and your information kept confidential.
- To have a support person or advocate.

### Your Responsibility

- To treat ILC staff and other people who use ILC services with respect and dignity.
- To accept the results of any decision you have made.
- To share information to enable ILC staff to assist you.

### Our Responsibility

- To treat complaints fairly to both the complainant and respondent.
- To respond in a timely and courteous manner.
- To ensure every effort will be made to resolve the matter.
- To protect your privacy

### Help Us to Help You

**Act quickly.** Share your feedback as soon as possible.

**Make it clear.** Try to make your feedback clear, concise and factual. Address the problem not the person.

**Tell us what you think would help.** Share any ideas you have that would help in this situation.

**Keep a record.** Keep copies of all letters and notes of conversations and telephone calls.

## How to provide feedback

**Speak to our staff.** The ILC staff member who provided the service will welcome the opportunity to receive your feedback directly. You can address them in person, in writing or over the phone.

**Contact a Service Manager.** If you feel the staff member may not be able to help, the Service Manager is available to assist with your feedback. You can contact the Service Manager in writing or over the phone and can make an appointment to meet them in person.

**Complete the ILC Consumer Feedback Survey.** This short survey is available on the ILC website under the heading 'Feedback'.

**Complete an online feedback form.** The feedback form is available on the ILC website under the heading 'Feedback'.

## Advocacy Services

The following agencies may be able to help you with lodging a complaint. They can:

- Advise you of your rights
- Assist you to put your feedback in writing
- Act as an advocate to ensure that your rights are represented and upheld

### Equal Opportunity Commission WA

Phone: 08 9216 3900  
Toll Free (country only): 1800 198 149

### Advocare

Phone: 08 9479 7566  
Toll Free (country only): 1800 655 566

### Health Consumer Council

Phone: 08 9221 3422  
Toll Free (country only): 1800 620 780

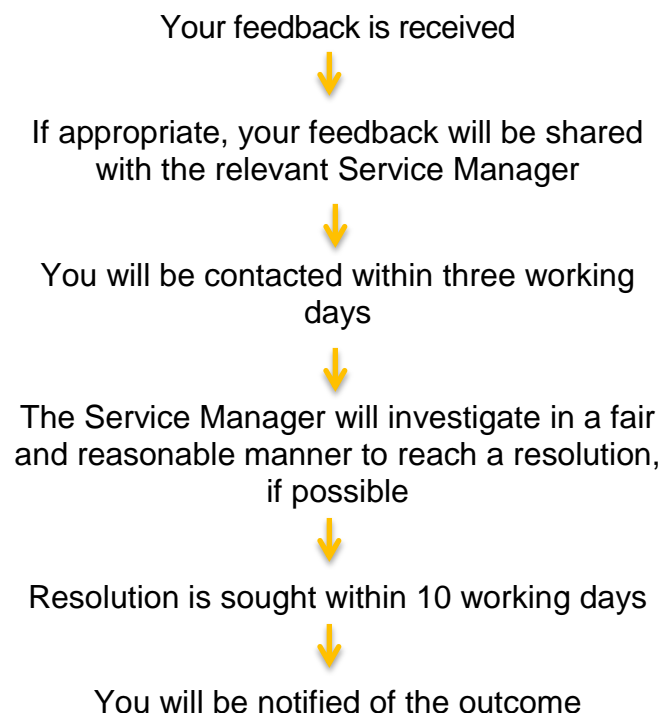
### Health & Disability Services Complaints Office

Phone: 08 6551 7600  
Toll Free (country only): 1800 813 583

### Aged Care Complaints Scheme

Phone: 1800 550 552

## If I make a complaint, what happens next?



## How to contact the ILC

### ILC Head Office

The Niche, Suite A, 11 Aberdare Road  
Nedlands WA 6009

Phone: 08 9381 0600 or  
1300 885 886

Fax: 08 9381 0611

Email: [general@ilc.com.au](mailto:general@ilc.com.au)

### ILC North Office

Unit 13, 386 Wanneroo Road  
Westminster WA 6061

Phone: 1800 052 222

Fax: 08 9381 0688

Email: [comcarelink@ilc.com.au](mailto:comcarelink@ilc.com.au)

### Noah's Ark WA

5a Bookham Street, Morley WA 6062

Phone: 08 9328 1598

Email: [help@noahsarkwa.org.au](mailto:help@noahsarkwa.org.au)

[www.ilc.com.au](http://www.ilc.com.au)