

## We value your feedback

The Disability Trust encourages people with a disability, their families and carers, to make comments, offer suggestions or raise issues about our services, policies or programs. You can do this by:

- **talking to your staff member or a Manager about your ideas or concerns**
- **participating in Service Meetings or Participant Advisory Groups**
- **responding to surveys asking for your opinions on our services**
- **calling The Disability Trust on 1300 347 224**
- **completing our Feedback Form**



**Feedback Form**



## Where you can find us

- 📍 Illawarra
- 📍 Shoalhaven
- 📍 Goulburn
- 📍 Southern Highlands
- 📍 Newcastle, Lake Macquarie & Central Coast
- 📍 Sydney
- 📍 South East NSW
- 📍 ACT & Surrounds
- 📍 Melbourne
- 📍 South East QLD

## Where can I get more info?



### Contact us!

Phone **1300 347 224**  
[disabilitytrust.org.au](https://disabilitytrust.org.au)

For interpreter support in your language call the **Telephone Interpreter Service on 131 450**



The Disability Trust acknowledges the traditional custodians of the Country on which we provide services.



# Your rights

 The Disability TRUST



The Disability Trust seeks to 'create an inclusive world' that values and supports the participation of all people. We believe all people should be treated fairly and with respect.



Each and every individual has the right to make choices about their lives and to live the life they choose. The Disability Trust is here to assist you to reach your goals and realise your dreams by offering the best possible services and supports.



If you would like copies of our policies, including in plain English, please contact us.

### Quality Statement

The Disability Trust is committed to creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

The Disability Trust is committed to continuously improving our services through the implementation of quality systems and processes.

### → Access and Equity

The Disability Trust services are available to all people irrespective of race, religion, culture, gender or sexual orientation. We will tailor our supports to your cultural needs and preferences.

If you require an interpreter please call us through **TIS (Telephone Interpreter Service – 131 450)**

### → Complaints

If you are unhappy about the service that you receive from us, please let us know. The Disability Trust supports your right to make a complaint about any aspect of the services you receive. We are committed to dealing with any complaint fairly and within a reasonable time.

### → Privacy

The Disability Trust supports and respects your right to privacy and confidentiality. We will ensure the safe collection, storage and use of any personal information.



If you would like a copy of our '**Complaints Policy**', scan the QR code



If you would like a copy of our '**Privacy, Dignity and Confidentiality Policy**' please contact 1300 341 224 or scan the QR code..

### → Meeting Your Individual Needs

The Disability Trust supports your right to self-determination and respects your choices in how you live your life. We offer services that reflect your individual aspirations, needs and preferences. We understand how important it is for all of us to be included in the community.



### → Child Safe Organisation

The Disability Trust promotes child safe practices and is committed to an ethical culture that fosters the individual development and wellbeing of each child. Our organisation maintains a rigorous and consistent recruitment, screening and selection process for staff and volunteers.

### → Supporting your Health and Safety

Our services are designed to support your health and safety. Our staff are trained to deliver high standards of service, to give you choices and options in your daily life and to support your independence and inclusion in community life.

