

We welcome
your feedback

At Nesti, your trust in us is paramount.

We are always open to hearing your feedback on what we are doing well and ways we can improve.

The general public and any person connected with Nesti Housing has the right to give us feedback, express their concerns, or lodge a complaint. These guidelines explain how you can do that.

You can choose from one of the following options to provide us with your feedback, concern, or complaint:

- Tell one of our employees
- Visit our office at 2/59 Albany Highway, Victoria Park WA 6100
- Call us on (08) 6325 7700
- Write to us at 2/59 Albany Highway, Victoria Park WA 6100
- Email hello@nesti.org.au
- Complete our online form or this hard copy form



We are committed to listening to you and addressing your feedback or concerns as soon as possible.

Please contact our direct support employees or their managers in the first instance if they can address your concerns. If you believe your concerns cannot be addressed at this level, please use the options above to contact the Executive or Managing Director responsible for this service.

Complaints

We are committed to handling complaints effectively as we believe it is fundamental to the provision of quality service.

You can express your dissatisfaction with our services, the behaviour of any of our employees, including the Managing Director and Directors, or the complaints handling process itself by using one of the options available.

What happens after you make a complaint?

- Your complaint will be acknowledged, assessed and resolved in a fair, efficient and timely manner.
- We will inform you about how the complaint will be resolved and the expected timeframe.
- We might ask you for more information to better understand the issues and concerns.
- We will ask for your permission to speak with our customers if you are making a complaint on their behalf.
- We will explain to you and/or the person affected about the outcomes of your complaint.
- We will take the necessary actions to address the issues and concerns raised.
- At your request, we will provide you with an update on the progress of actions and outcome.

What happens if we do not resolve the complaint to your satisfaction and/or if you disagree with the way we handle your complaint?

- You can ask for the decision to be reviewed.
- You can contact us if you are not happy about how your complaint was managed.
- You can seek the support of a government department or advocacy organisation.
- If you wish, we can help you to contact them, or you can find their contact details on our website.

Feedback, Concerns & Complaints Form

Please use the form below to submit feedback or lodge a complaint. It is important that you provide your details so we can contact you. If you wish to make a confidential or anonymous complaint, please call us on

(08) 6325 7700. You will be redirected to the appropriate person and will not be asked for your personal details.

Full name:	
Phone:	
Date:	
Email:	

Your relationship with Nesti

Client

Family Member

General Public

Employee

Other, please specify:

Program your feedback relates to

Community Housing
(CDHP / CAP / YTHSP etc)

Specialist Disability Accommodation (SDA)

Property Management

Traditional Real Estate

Other, please specify:

Preferred contact method:	Email	Phone		
Select feedback type:	Complaint	Concern	Other	General Feedback
How would you like to provide this feedback:	Personally	Anonymously	On behalf of someone else	

Select feedback category:

Abuse and neglect	Bullying and harassment	Communication
Duty of Care	Employee behaviours/attitude	Employee skills/knowledge
Personal health/safety/well-being	Policies and procedures	Restricted practice
Rights of the individual	Service management	Service provision quality
Vehicle driving incident	Other, please specify:	

Who is the feedback about?

Client Employee Family/guardian Management Executive/CEO

Other, please specify:

Details of your feedback, concern, or complaint:

Do you require any additional support with communication?

Yes No

If yes, please specify:

What outcome do you wish to achieve?

Apology Conciliation Disciplinary action Explanation Recognition

Other, please specify:

Thank you for your feedback.

Please send this completed form via post or email.
As promised, we will get back to you as soon as possible.

External support

If the matter has not been resolved to your satisfaction, you may wish to contact one of the following organisations. We can help you to contact them if you wish.

NDIA Internal Review

P 1800 800 110

E enquiries@ndis.gov.au

People with Disabilities (WA)

P (08) 9420 7279

pwdwa.org

Ombudsman WA

P 1800 117 000

ombudsman.gov.au

NDIS Quality & Safeguarding Commission

P 1800 035 544

ndiscommission.gov.au

Here for you, always

Nesti Housing

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