

## Summary of Information given to Clients for Arabic Translation

### Privacy

VASS collects personal information about you to help us deliver services to you. This information is kept confidentially, and will not be shared with anyone without your consent. You can ask to view the information VASS has about you at any time.

### Complaints

You have the right to complain, without it negatively impacting your services. You can complain internally – via complaints form, verbally to staff or management, other written format, email, text, WhatsApp or via website. Complaints can be anonymous. Use your VASS team member contact details, or:

Phone: (03) 9359 2861

Email: [mail@vass.org.au](mailto:mail@vass.org.au)

Website: [www.vass.org.au](http://www.vass.org.au)

External complaints – NDIS Commission:

- Phone: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- [National Relay Service](#) and ask for 1800 035 544.
- Completing a [complaint contact form](#) online at <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=PRD00-OCF>

### Feedback:

VASS welcomes all feedback about our services, policies and processes as a chance to learn. Methods of providing feedback are the same as for internal complaints

### Advocates

You have the right to an advocate in any dealings with VASS, including to make a complaint. An advocate could be an existing friend or family member, or an external professional advocate.

You can find an advocate using the Disability Advocacy Finder at:

<https://askizzy.org.au/disability-advocacy-finder>

### Incidents

We value your safety as the highest priority. Please let us know if you have experienced an incident, issue or something that made you feel uncomfortable. Speaking up will not negatively impact your

services. VASS wants to learn from all experiences to provide a better service to you. You can have an advocate support you in this process.

When an incident happens, VASS has to complete internal incident reporting, and depending on the incident, may need to notify the NDIS Commission or the Police. VASS will work to resolve or redress the harm caused by the incident, and will keep you informed of how we do this.

As well as telling VASS, if you have experienced abuse or neglect, you can contact the National Disability Abuse and Neglect Hotline. The **National Disability Abuse and Neglect Hotline** is an independent and confidential service for reporting mistreatment of people with a disability.

Phone: 1800 880 052

TTY users, call 133 677, then ask for 1300 00 3224