



FEEDBACK AND COMPLAINTS

Please Contact by:

- Speaking with the NDIS Coordinator of AHHA
- Address a written complaint directly to the coordinator/manager of the service
- Speak with your support worker and the support worker will inform the coordinator of the complaint
- The complaint will be reviewed in 14 days

If you are not happy with how **Albany Halfway House Association** has responded to your complaint, you can contact the Health and Disability Services Complaints Office (HaDSCO) on 08 6551 7600 or 1800 813-583 (country free number) or at mail@hadsco.wa.gov.au

You can make a complaint to the NDIS Commission by: Phoning 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544.

For information about making a complaint, visit the NDIS Commission website:

www.ndiscommission.gov.au

ALBANY HALFWAY HOUSE ASSOCIATION

National Disability
Insurance Scheme
(**NDIS**) Services.



Registered NDIS Provider



Contact NDIS

Coordinator:

Email: ndis coordinator@albanyhalfwayhouse.org.au

Phone: **(08) 9841 3113**

Albany Halfway House Association is a Registered Provider of NDIS services in the Great Southern Region. Services and supports are delivered by skilled and trained staff specialising in psychosocial support. We employ dedicated and experienced team members with a strong commitment to the NDIS Code of Conduct, Quality and Safeguarding Legislation.

The NDIS provides individualised funding to people living with disability, to access services and supports based on personal choices and individual need. As an NDIS registered provider, Albany Halfway House Association (AHHA), provides supports to adults who require assistance with their mental health and recovery in the Great Southern Region.

If you are an eligible NDIS participant, NDIS will fund services and support you require to live the life you want. When you choose to engage with us at AHHA to provide support you will be allocated your own individual recovery support worker/workers who will assist you with your NDIS plan. These services may include assistance with;

- Support Coordination
- Support Connection
- Psychosocial Recovery Coaching
- Assistance with Social and Community participation
- Daily Living, Life Skills, Employment Assistance
- Increased Social & Community Participation
- Individual Skills Development & Training

AHHA can provide services at your home or in the community – wherever you feel most comfortable. We provide client focused, person centred services to assist your recovery journey.