

# Videri Australia Feedback Guide

## Your voice matters

Videri values your feedback, including complaints, compliments, and suggestions, as it helps us improve the quality of our care and services.

You are encouraged to share your thoughts at any time, whether you are pleased with something, have a concern, or would like to suggest an improvement. All feedback is welcome, and you can do so without fear of reprisal or negative consequences.

### What it means for you:

#### **Transparency:**

We acknowledge your feedback promptly and respond openly.

#### **Open Disclosure:**

We commit to working with you and keeping open communication.

#### **Privacy:**

Your information is kept confidential and only shared with those directly involved in resolving the matter.

#### **Respect and Fairness:**

Every concern is handled with impartiality, dignity, and cultural sensitivity. Decisions are based on evidence, and you are kept informed.

**Accessibility:** You can provide feedback in person, online, by phone, or anonymously.

Support is available (interpreters, advocacy) to ensure every voice is heard.

#### **Continuous Learning:**

We analyse all feedback to identify trends, fix systemic issues, and improve our services for everyone.

**Anonymous Feedback is Welcome:** You can submit anonymous feedback online or in writing.

### Videri complaints process - 5 stages:

The following 5 stages summarise how we respond and help you with your feedback:

1.

Receive and acknowledge

2.

Review

3.

Investigate

4.

Identify and fix

5.

Close and learn

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### How to raise feedback – internal and external channels:

You can provide feedback to Videri or an External Agency at any time.

#### Videri Internal Channels

Channel	Method	Contact Details
In person	Speak to any Videri Team Member or Manager.	On-site, during family meetings, etc.
By phone	Call our dedicated line.	1300 015 406
By email	Send an email to the Quality Manager.	feedback@videri.com.au
In writing	Send a letter to the Quality Manager.	Level 3, 425–429 Pacific Highway Crows Nest NSW 2065
Online	Use the form on our website.	Via Videri's website, under Contact Us – Feedback. <a href="https://videri.com.au/feedback-policy/">https://videri.com.au/feedback-policy/</a>

#### External Channels

Channel	Contact Details
<b>Aged Care Quality and Safety Commission</b>	For concerns aged care services: Phone: 1800 951 822 Online: <a href="http://www.agedcarequality.gov.au">www.agedcarequality.gov.au</a>
<b>NDIS Quality and Safeguards Commission</b>	For concerns related to NDIS supports and services: Phone: 1800 035 544 Online: <a href="http://www.ndis.gov.au">www.ndis.gov.au</a>
<b>NSW Fair Trading</b>	For concerns Retirement Villages in NSW: Phone: 13 32 20 Online: <a href="http://www.fairtrading.nsw.gov.au">www.fairtrading.nsw.gov.au</a>
<b>Advocacy</b>	For free, independent support to express your views and rights. Older Persons Advocacy Network (OPAN): 1800 700 600 NSW Ageing and Disability Commission: 1800 628 221 NDIS Disability Advocacy Finder – connects NDIS participants with independent advocates in NSW.

To view the full Feedback Policy, visit : [videri.com.au/feedback](http://videri.com.au/feedback)  
For any questions, please see our Quality Manager,  
or email [feedback@videri.com.au](mailto:feedback@videri.com.au)