Easy Read

Telling us what you think

Feedback and complaints – Easy Read version



[Provider name]

Date: [Date]

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1 How to use this document

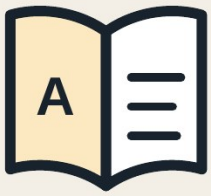


[Provider name] wrote this document.

When you see the word **we**, it means [Provider name].



When you see the word **you**, it means the person who gets our supports.



Some words are in **bold**.

We explain what these words mean.

There is a list of these words on the last pages.



You can ask someone to help you read this document.

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2 What is feedback?



Feedback is when you tell us what you think about our supports.



You can tell us about something good.

This is called a **compliment**.



You can tell us about something you are not happy with.

This is called a **complaint**.



Your feedback helps us do better.

3 It is OK to make a complaint



You have the right to make a complaint.

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You will not get in trouble.



We will still support you.

Your supports will not stop because you made a complaint.



We will keep your complaint private.

We only tell the people who need to know.

4 What can you complain about?



You can complain about anything to do with our supports.

For example:



- a worker is often late

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- someone did not treat you with respect



- you did not feel safe



- a cost you do not understand



- someone shared your information without your consent.

5 How to tell us



You can talk to [Contact name].

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You can call us.

Phone: [Phone number]



You can email us.

Email: [Email address]



You can send us a letter.

Address: [Postal address]



You can fill in our feedback form.

[Where to find the form]



You do not have to say your name.

This is called an **anonymous** complaint.

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6 Getting help to make a complaint



Someone you trust can help you.

They can also make the complaint for you.



This could be a family member, a friend or a support person.



It could be an **advocate**.

An advocate is someone who helps you speak up for your rights.

We can help you find one.



If you need an interpreter, call TIS National on 131 450.

Ask them to call us.



Do you find it hard to hear or speak?

You can use the National Relay Service.

Phone: 133 677

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7 What we will do



We will thank you for telling us.



We will tell you we got your complaint within [number] days.



We will listen to you.

We will ask what you would like to happen.



We will look into what happened.



We will try to fix the problem.

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We will tell you what we found and what we will do.

We will try to do this within [number] days.



We keep a record of complaints.

This helps us learn and do better.

8 If you are still not happy



Sometimes you might still not be happy.

You can tell [Name of a senior person] at [Provider name].



You can also make a complaint to the **NDIS Commission**.

The NDIS Commission is separate from us.



Phone: 1800 035 544

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Website: www.ndiscommission.gov.au



You can contact the NDIS Commission at any time.

You do not have to tell us first.

9 If you are in danger



If you are in danger now, call 000.

This is free.



If someone hurts you, tell someone you trust.



We will help you to be safe.

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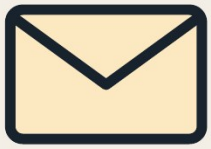
10 Contact us



[Provider name]



Phone: [Phone number]



Email: [Email address]



Website: [Website]

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A Word list

This list tells you what the **bold** words in this document mean.

Advocate
Someone who helps you speak up for your rights.

Anonymous
When you do not say your name.

Complaint
When you tell someone you are not happy about something.

Compliment
When you tell someone about something good they did.

Consent
When you say yes to something.

Feedback
When you tell us what you think about our supports.

NDIS Commission
The government organisation that checks NDIS providers give safe, good quality supports. It is separate from us.

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