

Client Complaints and Feedback Policy

Easy Read version



How to use this booklet

This information is written in an easy to read way.

Some words are written in **bold**. We explain what these words mean.

This Easy Read document is a summary of another document.

You can ask staff for the other document.

You can ask for help to read this document.

A friend, family member or support person may be able to help you. You can also have a translator help you.

What is this document for?

We need to know what you think about services to make them better.

You have a right to give us feedback about the services your child receives.

This document tells you how you can give us feedback.

Your right to give feedback

You have a right to share what you think and how you feel about the services your child receives.

Feel free to say both good and bad.

Tell us if you have a problem.

You can seek advice from a support person, an advocate, a lawyer or a translator..

We will do our best to fix the problem.

No one should make you feel bad for talking about problems.

What do we do to give you good service?

There are laws and rules for service providers like us that help make sure we are doing our job well and treating everyone fairly.

We use a special individual program made just for your child to give you the support you need.

We listen to your feedback when you have it.

We ask for your opinion to see how well we are doing.

We train our staff regularly so they know how to do the best job they can.

What we believe in:

You have the right to make decisions about your and your child's life.

You and your child have the right to live the best life you can and be part of the community.

You and your child have the same rights as everyone else.

You and your child should have the same respect no matter what country or culture you are coming from or what language you speak.

How do you give us feedback?

You can give us feedback in different ways:

- Talk in person
- Talk on the phone
- Write letters and emails
- Answer a survey we send you

You can ask your family, support person, advocate or translator to help you with it.

When giving feedback tell us:

- What happened, when and where
- Who was there
- What it means to you, how it made you feel
- What you'd like us to do to make it better
- How you'd like us to keep in touch

What will we do with your feedback?

We take all feedback seriously.

What we will do:

- We will check with you that we understand the problem
- We will find out more about what happened
- We will write everything down and make a plan for fixing it
- We will try our best to get the result that you want and that suits your needs best
- One of our staff will be in touch with you telling you how we are going with fixing the problem
- We will seek help from others if we can't fix it ourselves
- If there was a serious situation where you or someone else was harmed or put in danger, we will report it to the Police or the NDIS Commission

You have the right to have an Advocate or Representative

You can have an Advocate or Representative with you when you make a complaint. You also have a right to a translator. They can give you support.

We will listen to the Advocate, Representative or translator helping you and talk with them about your complaint and what result you are seeking.

We will provide you with information about accessing an independent Advocate that can help you talk with us about your complaint.

To access information about Advocates you can visit this website:

<https://www.ndiscommission.gov.au/participants/disability-advocacy>

To access information about translators you can visit this website:

<https://www.ndis.gov.au/understanding/language-interpreting-services>

You can also give feedback to the NDIS Commission:

They take feedback or complaints about services that you are not happy with.

You can call them on: 1800 035 544

Or you can call the National Relay Service and ask for 1800 035 544.

You can also do this online here:

<https://www.ndiscommission.gov.au/participants/complaints>

You can also call the NDIA on 1800 800 110.