Easy Read – Complaints & Feedback

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| Help with solid fill | This document tells you how to make a complaint or give feedback. |
| Icon  Description automatically generated | Able Disability Services wants you to give us feedback or make a complaint if you are unhappy. |
| Boardroom with solid fill | It is okay to complain if you are not happy. Tell us when you are upset about:  ● the supports you received  ● your support workers  ● Able Disability Services |
| Social distancing with solid fill | If you do not feel comfortable telling us about your complaint, you should tell someone you trust, like your:  ● mum or dad  ● brother or sister  ● support worker.   * Ask them to help you make a complaint. |
| Judge male with solid fill | Or you can get help from a professional, independent advocate to make a complaint or provide feedback to us. |
| User with solid fillChat bubble with solid fill | We can help you find an advocate if you want.  Ask your Support Coordinator, Able Disability Representative or Samantha Kang on 0418148531 to help you. |
| Help with solid fill | How do you make a complaint or provide feedback to us? |
| Chat with solid fill | You can talk to:  ● your support worker  ● Able Disability Representative  ● Able Disability Director and Complaints Manager |
| Email with solid fillSpeaker phone with solid fill | You can call, email, mail Able Disability Services Director and Complaints Manager:  Call: 0418 148 531  Email: [skang@ableds.com.au](mailto:skang@ableds.com.au)  Mail: GPO Box 241 WELLAND SA 5007 |
| Document with solid fill | You can fill out the  [Complaints and Feedback Form](https://ableds.sharepoint.com/:w:/s/BusinessManagement/EXJ8KQgMcYxAgyCCS6aogBgB4oPJE5TQZfeRziI17uWrNw?e=E6b5hF&download=1)  Ask an Able Disability representative or support worker for a copy of the form. |
| A picture containing text  Description automatically generated | You can make a complaint at any time directly to the NDIS Commission:  Call: 1800 03 55 44  Or go to their website: www.ndiscommission.gov.au |
| Questions with solid fill | You can make a complaint and remain anonymous.   * Anonymous means we will not know who you are. |
| Clipboard Checked with solid fill Open envelope with solid fill | To be anonymous, use the  [Anonymous Complaint and Feedback Form](https://ableds.sharepoint.com/:w:/s/BusinessManagement/ERdxzjFVzAJHtv7xNHTq4oUBcvUl5L9cl1E1G7HOaIm3dg?e=oeEGdI&download=1)  provided at your intake meeting:  ● Complete the form (your advocate can do this for you).  ● Mail it back to us using the stamped, self-addressed envelope provided. |
| Help with solid fill | Remember, if you complain anonymously, we cannot provide you with a response, as we will not know who you are. |
| Inbox Check with solid fill | We take all complaints and feedback we receive seriously.  They help us to make our service and supports better for you! |
| Clipboard with solid fill Help with solid fill | How do we manage your complaint or feedback? |
| Boardroom with solid fill | Our Complaint Manager will:  ● talk with you about your problem  ● write everything you say down  ● plan to fix your problem. |
| Comment Like with solid fill Address Book with solid fill | Our Complaint Manager will:  ● try to fix your problem  ● contact you regularly to tell you how the problem is being fixed. |
| Police male with solid fill | To keep you safe, if your complaint or feedback involves someone being put in danger of being hurt, we will tell the police and the NDIS. |
|  | We keep everything you tell us privately. |
| A picture containing text  Description automatically generated | If you are unhappy with the way we handle your feedback or complaint, you can tell the NDIS Commission:  ● Call: 1800 03 55 44 (free call from a landline)  ● Go to their website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) |