



Easy Read – Complaint, Feedback or Compliment

How to complain or give feedback.

Compliments and Complaints





It is important that **After-Care** know if we are doing a good job.



It is also important to know when there are problems.

It is important for us to know if you are not happy with the services you use.

Your feedback is important.



It can help make services better for you and other people.



What is feedback?

Feedback is when you tell someone what you think about the service you receive.



Feedback is also when you tell someone you are not happy with a service. This is called a **Complaint**



Feedback is also when you tell someone you are happy with a service. This is called a **Compliment**.

Who can give feedback?

Anyone can give feedback.



People with who are ageing or who have a disability, their families, carers, advocates or people living in the community.



You can give feedback about a service you get, or you can give feedback for someone else.



Can someone help me give feedback?

Yes. You can ask a family member, carer or friend to help.



You can also use an advocacy service. An Advocate will work with you to help you speak up for yourself.



An advocate is on your side.

They will make sure you are heard and understood.



Advocacy is free and confidential.

Older people can contact the **Older Persons Advocacy Network (OPAN)** on 1800 700 600

People with disability can contact a **National Disability Advocacy Program (NDAP) Provider**

To find your nearest NDAP provider, go to www.disabilityadvocacyfinder.dss.gov.au/disability/ndap/ and search your local area.

How can I give feedback?

You can give feedback:

- in writing
- in person
- on the phone
- by email



Think about what you want to put in your feedback, like:



- what happened or did not happen
- who was involved



- what have you done to try to fix the problem?
- has anyone else tried to help?



- what do you want to happen next?
- any ideas for making things better



How to give a compliment?

If you want to tell a service provider they have done a good job, you should just tell them.



How do I make a complaint about a service or support I receive from After-Care?

Contact After-Care first. We work with you to fix your problem.

You can ask someone like an advocate to help you.



After-Care has a complaint policy and this document is a shorter version of the long policy.

After-Care will work with you to help to sort out your complaint.



Remember, you can ask an advocate to help you.



What happens after I make a complaint?

After-Care will let you know that they got your complaint and your consent to follow-up your concerns.



If your complaint is small and easy to fix, it should be fixed straight away.



If it is a bigger complaint it might take longer.

After-Care will tell you what is happening and how long it might take.



After-Care will include you in the resolution of your complaint and make sure you are happy with the outcome.



After-Care will not be upset and will not stop your services for making a complaint

What if I want to make a complaint about abuse?



Abuse is when someone hurts you.

Abuse is **never** ok.

It could be by:



- physical abuse - hurting your body

- emotional abuse - hurting your feelings or threatening you

- financial abuse - taking or controlling your money



- sexual abuse - does something to you

in

a sexual way that is not ok



- neglect - not looking after you properly

- You should report any form of abuse to Victorian Police as soon as possible. You should also call After-Care which has policies in place that can help you.

If you are still unhappy with how After-Care has worked with you....

People with disability and representatives can contact: **NDIS Quality and Safeguards Commission** on 1800 035 544

Older people and representatives can contact the: **Aged Care Quality and Safety Commission** on 1800 951 822

They can help you work out the problem with After-Care to make sure you are happy.