

Giving Us Feedback

Easy Read

Our Client Feedback Policy · Positive Behaviour Support



This is an **Easy Read** document.

We use **bold** words for important ideas. We tell you what they mean.

You can ask someone to help you read this.

What is feedback?

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



A **compliment** is when we did something well.



A **suggestion** is an idea to make things better.



A **complaint** is when you are not happy about something.

It is **okay** to make a complaint.

You will **not** get in trouble.

Your support will **not** stop because you complained.

Your rights

You have the right to:



Tell us what you think at **any time**.



Have a family member, friend or **advocate** help you.

An advocate is a person who speaks up for you.



Be **safe** and **respected** when you speak up.



Be told what we are doing about your feedback.

How can you give us feedback?

You can choose the way that is best for you.



Talk to your support worker or any staff member.



Call Care Garden Therapy on the phone.



Email us or send us a **letter**.



Fill in a **feedback form**. We can help you.

You do not have to tell us your name. This is called **anonymous**.

We can use an **interpreter** if you do not speak English.

What we do with your complaint

1



We listen

We listen to you. We write down what you tell us.

2



We say thank you

We tell you we got your complaint within 2 working days.

3



We look into it

We find out what happened. We are fair to everyone.

4



We fix it and tell you

We work with you to make things right. We tell you what we did.

Some important things



We keep your feedback **private**.

We only share it to fix the problem.



You can complain about **anyone** at Care Garden Therapy.
This includes the Director.



We keep complaint records safe for **7 years**.
We use your feedback to make our support better.

You can tell the NDIS Commission



The **NDIS Commission** helps keep people safe.
You can talk to them at any time.
You do **not** have to talk to us first.

NDIS Quality and Safeguards Commission

Phone: 1800 035 544

TTY: 133 677

Website: www.ndiscommission.gov.au

Talk to us

Phone	08 6186 5628
Email	info@caregardentherapy.com
Address (Mail Us)	48 Bantry Drive, Maddington 6109

Review every 12 months

Approved by Care Garden Therapy Director

This policy meets the NDIS Practice Standards (Feedback and Complaints Management) and the NDIS (Complaints Management and Resolution) Rules 2018.