

Participant Brochure: Feedback and Complaints (Easy Read)

About this Easy Read guide

This guide explains how to give feedback or make a complaint about SCL. It also explains how to contact the NDIS Quality and Safeguards Commission.

What is feedback?

Feedback is when you tell us what is working well or what could be better.

Feedback can be positive or negative.

Your feedback helps SCL improve its supports and services.

You can get help

You can give this guide to your family, support people, representative or advocate.

How to give feedback to SCL

You can:

- talk to your Support Worker or another SCL team member
- call SCL on 0481 213 622
- email enquiries@sclsupportservices.com.au
- write to 2/19 Gordon Street, Coffs Harbour NSW 2450
- ask for the Feedback and Complaints Form
- use the form on www.sclsupportservices.com.au

What is a complaint?

A complaint is when you tell us that you are unhappy about a support or service.

You can make a complaint about things such as:

- not getting the service that was agreed
- not getting the quality or standard you expected
- being asked to choose a provider without hearing about other options
- not being listened to when you ask to change a provider
- not getting value for money
- supports going over your budget
- support equipment or services that do not work properly
- support that is not safe or respectful
- a Support Worker not arriving when expected
- a Support Worker not staying for the agreed time

It is okay to speak up

You do not need to be certain that something is a complaint. Tell us what happened and we will listen.

How to make a complaint to SCL

You can make a complaint in the same ways that you give feedback.

- speak to your Support Worker or another SCL team member
- call 0481 213 622
- email enquiries@scsupportservices.com.au
- write to 2/19 Gordon Street, Coffs Harbour NSW 2450
- use the Feedback and Complaints Form
- use the form on www.scsupportservices.com.au

What SCL will do

SCL will take your complaint seriously.

SCL will listen to you and try to resolve the problem as quickly as possible.

You will not lose services or be treated badly because you made a complaint.

You can ask a family member, representative, advocate or another trusted person to help you.

You can contact the NDIS Commission

The NDIS Quality and Safeguards Commission is separate from SCL.

You can contact the Commission about NDIS supports that:

- were not safe or respectful
- were not delivered to the right standard
- were not provided as expected
- were not managed properly after you complained to a provider

You can report an issue openly, confidentially or without giving your name.

- call 1800 035 544
- use TTY 133 677
- use the National Relay Service and ask for 1800 035 544
- use the online form at www.ndiscommission.gov.au/complaints/report

You can get support

You can ask an interpreter, family member, friend or independent advocate to support you when you contact the Commission.

Suspected fraud

Fraud is when someone dishonestly uses NDIS money or information.

You can report suspected NDIS fraud by:

- calling the NDIS Fraud Reporting and Scams Helpline on 1800 650 717
- using the online tip-off form on www.ndis.gov.au

Immediate danger

Call 000 if someone is in immediate danger or needs urgent help.

Contact SCL

Phone	0481 213 622
Email	enquiries@sclsupportservices.com.au
Website	www.sclsupportservices.com.au
Post	2/19 Gordon Street, Coffs Harbour NSW 2450