

Participant Brochure: Feedback & Complaints

Introduction

At SCL Support Services, we value your feedback as it helps us improve and continue providing the best possible support services. This brochure outlines how you can share your feedback, raise a Complaint, and what you can expect from us.

You can give this brochure to your support people and advocates.

Feedback about SCL Support Services

Your feedback about supports and services is crucial for helping us understand what we're doing well and where we need to improve.

Whether it's positive feedback or a complaint, your input ensures we provide high-quality and tailored services.

How to provide Feedback to us

- **Talk to us in person:** Speak to your Support Worker or any team member.
- **Call us:** Ring us at 0481 213 622
- **Email us:** Send your feedback to enquiries@sclsupportservices.com.au
- **Write to us:** Post your comments to 2/19 Gordon Street, Coffs Harbour, NSW 2450
- **Use the Feedback Form:** Ask us for a copy or fill it out on our website www.sclsupportservices.com.au.

Complaints about SCL Support Services

You can make a Complaint to us about supports provided to you.

Complaints about supports can include:

- Not getting the service you agreed to
- Not getting the quality or standard you expect
- Being asked to choose a Provider or support without talking about other options
- Not being listened to when you ask to change a support Provider
- Not getting value for money or supports delivered within your budget
- Faulty supports
- Support not being provided in a safe or respectful way

- Support Workers not turning up when they said they would or not spending the agreed time

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We take every complaint seriously and aim to resolve issues as quickly as possible. You will not face negative consequences for speaking up.

How to make a Complaint to the NDIS Commission

Anyone can make a Complaint to the NDIS and the service is free. The Commission can take Complaints about:

- Supports and services that were not provided in a safe and respectful way.
- Supports and services that were not delivered to an appropriate standard.
- How an NDIS Provider has managed a complaint about services or supports provided to an NDIS participant.

NDIS participants can make a Complaint anonymously, confidentially or openly by:

- phoning **1800 035 544**
 - o if you are deaf or hard of hearing, contact:
 - TTY 133 677
 - National Relay Service: ask for 1800 035 544
- visiting <https://www.ndiscommission.gov.au/complaints/report>

NDIS participants can also report suspected fraud or non-compliance to the NDIS by:

- phoning **1800 650 717**
- visiting <https://www.ndis.gov.au/contact/reporting-fraud/how-report-fraud>

If you are at immediate risk of harm, or have concerns about a person's wellbeing, call 000 immediately.