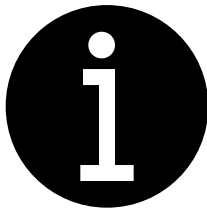


FEEDBACK AND COMPLAINTS RESOLUTION (EASY READ)



THIS DOCUMENT WILL TELL YOU:

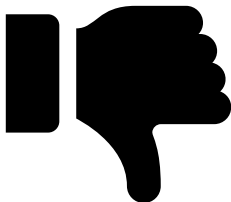
- What feedback and complaints are
- Your rights
- How to give feedback or make a complaint
- What happens next
- How to get help
- Who else you can talk to



WHAT IS FEEDBACK OR A COMPLAINT?

Feedback means telling us what you think.
This can be:

- Something you **like** 😊
- Something we could **do better** 😞



A **complaint** means:

- You are **not happy** with something 😡

Feedback and complaints help us:

- Learn ✅
- Improve ✅
- Provide better support ✅

👉 Anyone can give feedback or make a complaint



YOUR RIGHTS

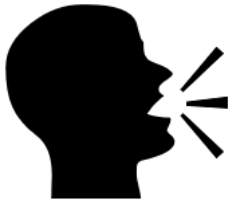
YOU HAVE THE RIGHT TO:

- **Speak up** and be heard
- **Feel safe** when giving feedback or making a complaint
- **Be treated fairly and respectfully**
- Have your complaint taken **seriously**
- **Get help** from an advocate or support person

👉 You will not get in trouble for speaking up

HOW TO GIVE FEEDBACK OR MAKE A COMPLAINT

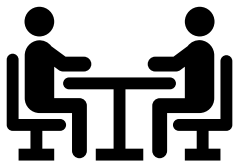
You can choose what feels easiest for you:



TALK TO SOMEONE

- Speak to your youth or support worker
- Or another team member you trust

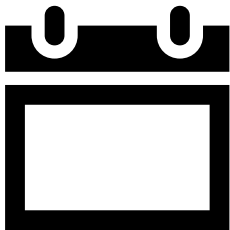
👉 Start by talking to the person involved if you feel comfortable



TALK TO A MANAGER

If your concern is not resolved:

- Speak to a manager or senior staff member



ASK FOR A MEETING

You can:

- Ask for a meeting with a **manager or CEO (or their delegate)**
- Bring a **support person or advocate**



OTHER WAYS TO CONTACT US

- Phone
- Email
- Website form
- In writing



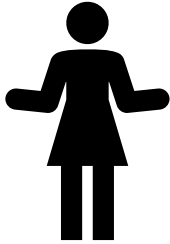
👉 You can also give feedback at any time



PRIVACY AND SAFETY

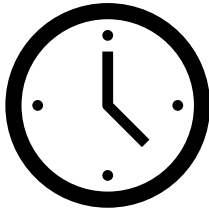
- Your information will be kept **private and confidential**
- You can **ask for support** at any time

WHAT HAPPENS NEXT?



We will:

- **Listen carefully** to your concern
- **Respond** as quickly as possible
- Work towards a **fair solution**

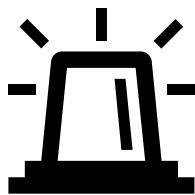


Timeframes:

- Most complaints: within 10 business days
- Complex complaints: up to 18 business days

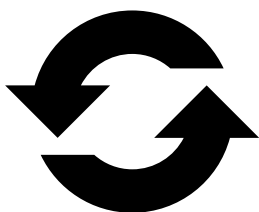
We will also:

- Keep a record of your complaint
- Keep you updated
- Try to resolve the issue



REFERRING COMPLAINTS TO OTHER ORGANISATIONS

If a complaint is serious (e.g., about abuse, harm or neglect), we may need to report it to other organisations to help keep people safe.



IF THE PROBLEM IS NOT SOLVED

If you are not happy with the outcome:

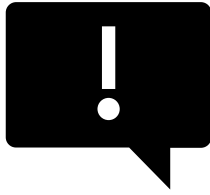
- You can ask for further review
- We will support you to take the next steps



OTHER ORGANISATIONS CAN HELP

You can talk to another organisation for help if:

- you do not feel comfortable talking to us
- you are not happy with the outcome



IMPORTANT TO KNOW

- You can talk to any of these organisations at any time
- You do not need permission
- You will be supported if you choose to do this
- Speaking up will not affect your support



CHILD SAFETY:

They are responsible for keeping children and young people safe

They can help to:

- Receive complaints about your care
- Investigate concerns
- Make sure you are safe

 Your Child Safety Officer if you have one

 Website: families.qld.gov.au/contact-us

 Email: feedback@families.qld.gov.au

 Phone: 1800 080 464



NDIS COMMISSION:

Makes sure NDIS services are safe and high quality.

You can contact them if:

- You feel unsafe
- You are not happy with the quality of support
- You do not feel comfortable complaining to us
- Your complaint has not been resolved

 Website: ndiscommission.gov.au/complaints/report

 Email: feedback@ndis.gov.au

 Phone: 1800 035 544



OFFICE OF THE PUBLIC GUARDIAN:

Help protect the rights people

They support:

- Children and young people in out-of-home care
- People with disability
- Adults who may need support to make decisions

You can contact the OPG if:

- You feel unsafe
- You are not being listened to
- You need help to have your voice heard
- You want someone independent to support you

 Website: publicguardian.qld.gov.au/contact-us/feedback

 Email: feedback@ndis.gov.au

 Phone: 1800 035 544



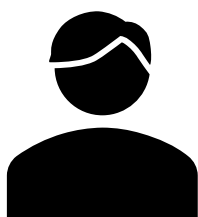
QUEENSLAND HUMAN RIGHTS COMMISSION (QHRC):

They help if your human rights have not been respected

You can contact them if:

- You have not received a response in **45 days**, or
- You are not happy with the response

 Website: qhrc.qld.gov.au



ADVOCACY ORGANISATIONS:

People who help you speak up.

They can help by:

- **Speaking** on your behalf

- Helping you understand your **rights**
- **Supporting** you through the complaint process
- Making sure your **voice is heard**

You can get help from:

- A Community Visitor
- An independent Advocate of your choice
- Create Foundation - create.org.au
- An Independent person for Aboriginal and Torres Strait Islander community - families.qld.gov.au/our-work/child-safety/parents-families/ongoing-intervention/aboriginal-torres-strait-islander-peoples/independent-person/children-young-people-information