

Easy Read

Complaints and Feedback



Who is this for?

This information is for:

- NDIS participants receiving Positive Behaviour Support
- Families, carers, and supporters
- Advocates helping a participant

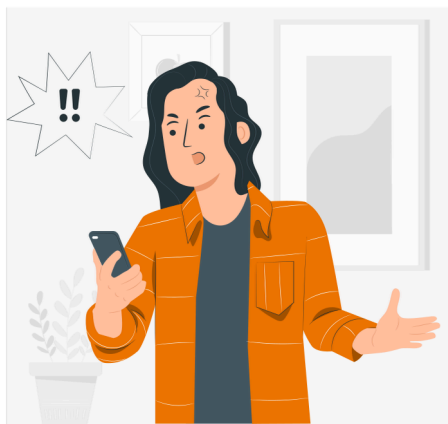
You can use this information if you want to:

- Say something you are happy about
- Share feedback
- Make a complaint



Definitions

- 'Us' or 'we' means Outcomes Connect Australia.



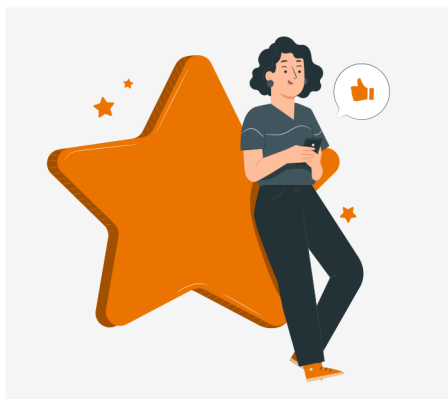
What is a complaint?

A complaint is when you are **not happy** about:

- The support you receive
- How you were treated
- Something that went wrong

You have the **right to complain**.

You will not get into trouble for speaking up.

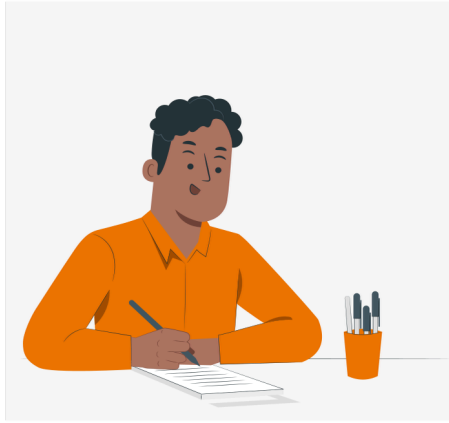


What is feedback?

Feedback is when you:

- Say what is working well for you
- Tell us how things could be better

Your feedback helps us **improve our services**.



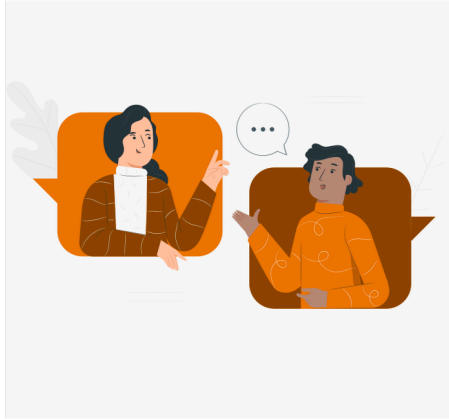
How can you make a complaint or give feedback?

You can contact Outcomes Connect Australia in these ways:

- Phone: 1300 622 287
- Email: info@outcomesconnect.com.au

You can:

- Talk to us
 - Write to us
 - Ask someone you trust to help you get in touch with us
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What happens after you get in touch with us?

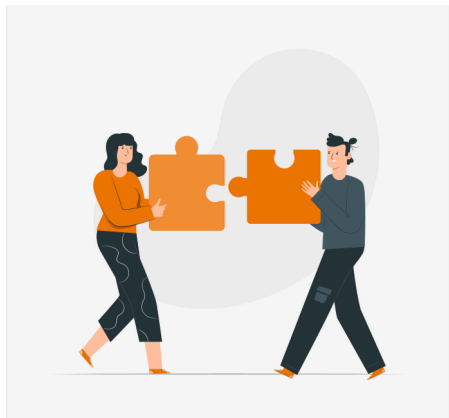
We will:

- Respond to you within 24 hours (a day)
 - Listen to what you say
 - Be fair and respectful
 - Explain what happens next
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What happens to my information?

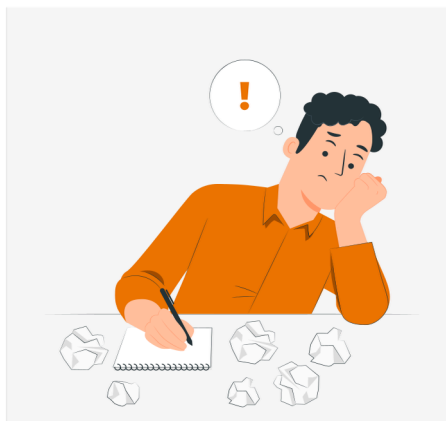
- Your complaint or feedback is written down
 - Your information is kept private
 - Your details are stored safely
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What happens next?

We will:

- Work with you to fix any problems
 - Tell you what the outcome is
 - Explain the reasons for decisions
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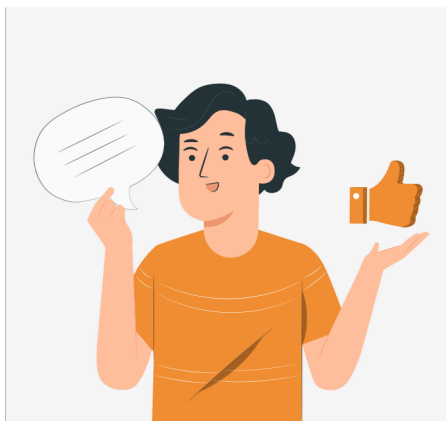


What if I am still not happy?

You can contact the NDIS Quality and Safeguards Commission:

- Phone: 1800 035 544
- Email: feedback@ndis.gov.au

- You can do this **at any time**.
 - You do not have to talk to us first if you don't want to.
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Our promise to you

Outcomes Connect Australia will:

- Listen to you
- Treat you with respect
- Keep your information private
- Use feedback to improve supports

This follows the NDIS Practice Standards and complaint rules.
