

COMPLAINTS AND FEEDBACK GUIDE



Sunnyfield Disability Services



Easy English

Registered
NDIS
provider



Sunnyfield
disAbility Services



Hard words

This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

About this book



This book is about how you can tell us what you think of

- Sunnyfield



- our services and supports

- our staff.



You can say you are happy.

This is good **feedback**.



For example

- staff are friendly



- you get good help.

You can tell us about a **complaint**.



A complaint is when you

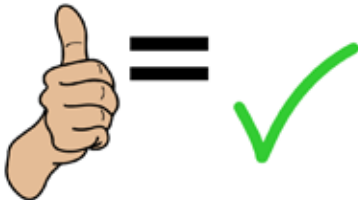
- are **not** happy

and



- tell someone the reason.

When you tell us what you think it makes us better at what we do.



We will **not** treat you differently if you tell us

- what you think

or

- how you feel.



You will **not** lose your service.



When you give us feedback you can

- get the help and support you need
- change things that do **not** make you happy
- help other people who are **not** happy



- help us thank staff who do a good job



- help us make our services better.

You can tell us

- if you are happy or **not** happy about your supports and service



- if someone has hurt you



- if you do **not** feel safe
- if someone does a good job.



We can get feedback and complaints from different people.



For example

- people who use our services

- family and friends



- people in the community

- staff



- carers and **guardians**

A guardian makes legal choices for you.



- **advocates**

An advocate is someone who can help you

- make decisions
- say what you want
- understand information.



How to get help

You can get help to tell us what you think.

You can ask us to find someone to help you.



You can get support from an advocate.



To find an advocate to help you go to

- Disability Advocate Finder

www.disabilityadvocatefinder.dss.gov.au

or

- Disability Advocacy Network Australia

www.dana.org.au



How to give us feedback

You can choose how you want to tell us what you think.

You can

- tell someone who works at Sunnyfield



- call us 02 8977 8899



- use the form on our website

www.sunnyfield.org.au/about/quality-management/feedback/



- email us feedback@sunnyfield.org.au



- send us a letter

Chief Executive Officer

PO Box 6432

Frenchs Forest NSW 2086



- write on the feedback form.

We will contact you about your feedback or complaint.

If you are **not** happy with what we say you can talk to someone else.

You can call Stopline 1300 304 550



For a complaint about NSW services

NDIS Quality and Safeguards Commission



Call 1800 035 544

Website www.ndiscommission.gov.au



For a complaint about ACT services

ACT Human Rights Commission



Call 02 6205 2222

Website www.hrc.act.gov.au



Sunnyfield
disAbility Services

For a complaint about Sunnyfield Enterprises services

Complaints Resolution and Referral Service



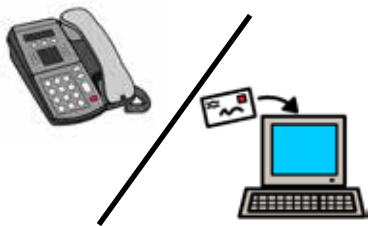
Call 1800 880 052

Website www.jobaccess.com.au



For a complaint about NDIS plans or the NDIA

National Disability Insurance Scheme



Call 1800 800 110

Email feedback@ndis.gov.au



More information

For more information contact Sunnyfield.



Call 02 8977 8800



Website www.sunnyfield.org.au



Email feedback@sunnyfield.org.au



National Relay Service

TTY 133 677

Then ask for 02 8977 8800

Speak and Listen 1300 555 727

Then ask for 02 8977 8800

Internet relay users connect to the NRS

Then ask for 02 8977 8800

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Scope's Communication and Inclusion Resource Centre wrote the Easy English in November 2018. www.scopeaust.org.au

To see the original contact Sunnyfield Disability Services.

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