



COMPLAINTS,
FEEDBACK &
WHISTLEBLOWER
GUIDE

Registered
NDIS
provider



Sunnyfield
disAbility Services



WE APPRECIATE ALL FEEDBACK

Important things to know about giving feedback

You have the right to give feedback or make a complaint. It makes us better at what we do.

If you want to give feedback you should do it as soon as you can.

You will not be treated differently for saying what you think and how you feel. If you are a client, you will not lose your service.

Sometimes we can respond to your feedback straight away and sometimes we need to find out more before we can respond. This can take time but we will tell you what is happening and when you can expect to hear from us.

Giving feedback

Feedback is telling us what you think about:

- Sunnyfield
- Our services and supports
- The work of Sunnyfield staff

Why should you give feedback?

Feedback is important for you and for us.

By giving us feedback you can:

- Get the help and support you need
- Change things that make you unhappy
- Help other people who are unhappy
- Help us thank staff who do a good job
- Help us make our services better

Who can give feedback?

- Clients
- Family and friends
- Carers and guardians
- Staff
- Advocates
- Community members



What can you give feedback about?

You can give feedback about anything you think is important, for example tell us if:

- You are happy or unhappy about your supports and service
- Someone has hurt you or made you feel bad
- You do not feel safe
- Someone is doing a good job
- You have a suggestion about how we can do things better

Do you want help to give feedback?

We can also help you find someone to support you to give feedback or make a complaint. If you would like a support person to assist you please contact 1300 588 688.

You can also seek support to make a complaint from an independent advocate.

Disability Advocacy Finder

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

Disability Advocacy Network Australia (DANA)

<http://www.dana.org.au/home/advocacy-groups/nsw/>



IT'S OK TO TALK

Who else can you talk to?

You can also complain to any of the following agencies at anytime.

For complaints about NSW services NDIS Quality & Safeguards Commission

Interpreters can be arranged

T 1800 035 544

TTY 133 677

www.ndiscommission.gov.au/

National Relay Service

T 1800 555 660 and ask for 1800 035 544

www.relayservice.gov.au

For complaints about ACT services ACT Disability and Community Services Commissioner

T 02 6205 2222

www.hrc.act.gov.au/disability/information-consumers/making-complaint/

How to give feedback

You can choose how you want to give feedback or make a complaint.

In Person

You can talk to anyone working at Sunnyfield, including a General Manager or the Chief Executive Officer.

By phone

Call our feedback line on 02 8977 8899

Online

Fill in the Feedback (Complaints and Praise) form. You can find this on our website at www.sunnyfield.org.au/about/quality-management/feedback/

Post

Write to us at:

Attn: Chief Executive Officer

P.O. Box 6432, Frenchs Forest, NSW 2086

Using our approved Whistleblower provider Stopline

If you wish you can remain anonymous when using the Whistleblower service.

Stopline

T 1300 30 45 50



For complaints about ACT services (continued)

ACT Community Services

Quality, Complaints & Regulation

T 02 6207 5474

E quality@act.gov.au

For complaints about Sunnyfield Enterprises services Complaints Resolution & Referral Service

T 1800 880 052

www.jobaccess.com.au/complaints

For complaints about NDIS Plans or the NDIA National Disability Insurance Scheme (NDIS)

T 1800 800 110

E feedback@ndis.gov.au

Feedback

We are not only in the business of enriching the lives of people with disability, we are also in the business of improving the way we do this.

So if you have any feedback, about the things we have done well, or the things we could do better, then please visit the Feedback section on our website.

Contact Us

T 02 8977 8899

E enquiries@sunnyfield.org.au

www.sunnyfield.org.au

