



# COMPLAINTS AND FEEDBACK 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?

If you are not happy with our response to your feedback you can talk to someone else.

Please see the contact details for other organisations below.

### Stopline

T 1300 30 45 50

### For complaints about NSW services NDIS Quality & Safeguards Commission

Interpreters can be arranged

T 1800 035 544

TTY 133 677

[www.ndiscommission.gov.au/](http://www.ndiscommission.gov.au/)

### National Relay Service

T 1800 555 660 and ask for 1800 035 544

[www.relayservice.gov.au](http://www.relayservice.gov.au)

## 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

### By fax

You can send a fax to 02 8977 2962

### 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/](http://www.sunnyfield.org.au/about/quality-management/feedback/)

### Email

[feedback@sunnyfield.org.au](mailto:feedback@sunnyfield.org.au)

### Post

Write to us at:

Attn: Chief Executive Officer

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

### In writing

Fill in the Feedback (Complaints and Praise) form. You can get a copy of this form at any Sunnyfield service.



### 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/](http://www.hrc.act.gov.au/disability/information-consumers/making-complaint/)

### ACT Community Services Quality, Complaints & Regulation

T 02 6207 1086

E [officefordisability@act.gov.au](mailto:officefordisability@act.gov.au)

### For complaints about Sunnyfield Enterprises services Complaints Resolution & Referral Service

T 1800 880 052

[www.jobaccess.com.au/complaints](http://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](mailto: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 get in contact and send an email to our confidential email address [feedback@sunnyfield.org.au](mailto:feedback@sunnyfield.org.au)

## Contact Us

T 02 8977 8899

E [feedback@sunnyfield.org.au](mailto:feedback@sunnyfield.org.au)

[www.sunnyfield.org.au](http://www.sunnyfield.org.au)

