Complaints

How to make a complaint at Able Australia

This brochure is in easy English.

Easy to read

What is a complaint?

A complaint is where you have a problem that you want to get fixed. You tell someone about the problem.

It might be a problem with:

- **The Able Australia service you go to**
- **Someone at your Able Australia service**
- **Something else about Able Australia.**

If you or other clients are unhappy you can make a complaint.

A complaint is <u>not</u> a crime. A crime is when somebody does something wrong that is against the law.

Who can you complain to?

You can talk to Able Australia staff. They will try to fix your complaint on the spot.

- Call us on 1300 225 369

OR

- Email your complaint to us at **feedback@ableaustralia.org.au**

OR

Send a letter to:
Locked Bag 4000
Surrey Hills VIC 3127

OR

Complete the online Feedback Form available at **www.ableaustralia.org.au/feedback**

At any time you can ask someone to help you make a complaint. You can ask:
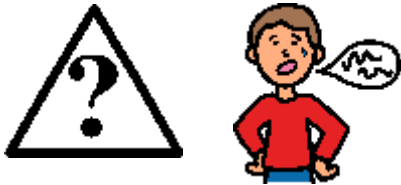
Someone from your family

A friend

A staff member

You can get more help to make a complaint

You can ask for more support. You can request a list of advocacy groups or visit the National Disability Advocacy Programme Provider Finder at: www.dss.gov.au/NDAPfinder

How do you make a complaint?

- **Talk to the person**

- **Write a note to the person**

- **Ask someone you know to tell the person**

- **Make a phone call**

- **Send a fax**

- **Send an email**

If your complaint is not fixed, talk to someone else.

You should not be treated unfairly.

Are you still unhappy?

If you are still unhappy, you can talk to:

NDIS Quality and Safeguards Commission

PO Box 210
Penrith NSW 2750

1800 035 544

contactcentre@ndiscommission.gov.au

Aged Care Quality and Safety Commission

GPO Box 9819
YOUR CAPITAL CITY

1800 951 822

info@agedcarequality.gov.au

Australian Government
Aged Care Quality and Safety Commission

For more information about complaints please contact Able Australia, phone 1300 225 369.

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