

# Have your say

At Cara, we are always trying to improve the ways we work alongside our customers. So we can get better and better, we need feedback from you – the people we support, family members, friends, carers and advocates.

## What is feedback?

Feedback can include:

- Any comments surrounding Cara including anything you are happy about.
- Suggestions that could improve Cara's services.
- Concerns for anything that makes you feel unhappy, worried or unsure.
- Ideas of ways Cara could improve their services or any general comments regarding the customer experience.

## What is a complaint?

A complaint is anything that you find unsatisfactory or unacceptable and can be made about any aspect of Cara's services.

## Who can provide feedback?

Feedback can be made by customers, family members, friends, advocates or members of the general public. Feedback can be made anonymously.

## What will Cara do with my feedback?

Cara works in accordance to the NDIS Quality and Safeguards Commission's Effective Complaint Handling Guidelines for NDIS providers.

## Who can help me to make feedback?

There are a number of independent advocacy organisations who can assist you to share your feedback. Please refer to our Advocacy flyer for more information.

## How can I provide feedback?



Talk to a staff member from Cara that you feel comfortable with



Call Cara's head office on 08 8347 4588



Contact Cara's Customer Safeguarding Team by email at [safeguarding@cara.org.au](mailto:safeguarding@cara.org.au)



Fill out Cara's online feedback form [cara.org.au/feedback](http://cara.org.au/feedback)



Tell a friend or advocate



Lodge an online whistleblowing report with independent organisation **Stopline**

## How will Cara handle my complaint?

Cara will work with you and your support network to try and resolve your complaint.



We will **acknowledge** your complaint within 5 business days, and contact you to discuss your complaint within 10 business days.



We **understand** that making a complaint can be difficult, and at all times, we will treat you with respect and listen to you.



We will **ask you questions** to understand the nature of your complaint, so that we can begin our investigations.



We will investigate and take **action** promptly to address your issue, and let you know what action we are taking.



We will provide you with an **answer**, and will keep you informed about the progress of our investigations in to your complaint.



Where appropriate, if we haven't met your expectations, we will **apologise** in a genuine and timely manner.

## What if I'm not happy with Cara's response to my complaint?

If you are not happy with Cara's handling or response to your complaint or feedback, you may wish to tell someone who does not work for Cara or contact an external complaints body, such as the NDIS Quality and Safeguards Commission or the office of the South Australian Health and Community Services Complaints Commissioner.

The NDIS Quality and Safeguards Commission oversees registered NDIS providers, like Cara, to make sure that NDIS participants receive the safest and best services.

The Office of the Health and Community Services Complaints Commissioner is an independent statutory body set up to assist in the resolution of complaints.

Contact details for both of these organisations are available on this flyer.

## Who to contact if you're not happy with how Cara has handled your complaint:



NDIS Quality and Safeguards Commission

NDIS Quality and Safeguards Commission

P: 1800 035 544

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



HCSCC

Health and Community Services Complaints Commissioner

P: 1800 232 007

[info@hcsc.sa.gov.au](mailto:info@hcsc.sa.gov.au)