



# Have your say

An Easy English paper about  
complaints



## About this paper

This paper has some hard words.

The first time we write a hard word

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



This information is written by Cara.

When you see 'we' it means Cara.



We want to do a good job.



We want you to tell us if we do something wrong.

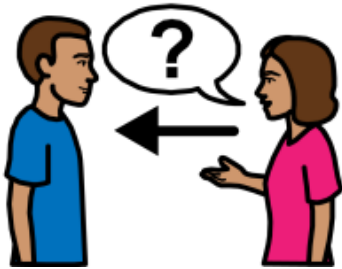


This information is about how to make a **complaint** to Cara.

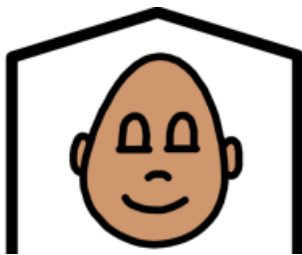


A complaint is when you

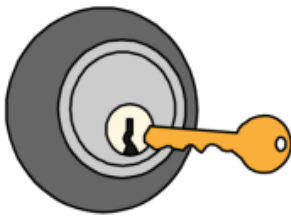
- do **not** like something and
- tell someone about it.



You can ask someone who cares about you to complain on your behalf if you want their help.



We will only tell people who need to help you be safe.



We will keep your information safe.

We will not tell people who do not need to know.



Complaints are reported in the computer so we can tell the right people when something happens.



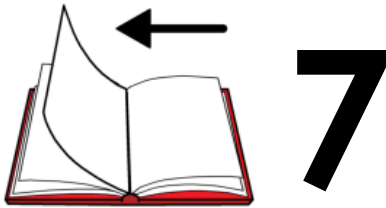
The **Safeguarding Team** will make sure the right person is helping with your complaint.

The Safeguarding Team help customers stay safe.

## How to make a complaint

To make a complaint you can talk to

- a family member or friend
- a staff person you trust
- a **manager**
- or your NDIS Support Coordinator.



A manager is someone who is in charge.

You can read about managers on page 7.

## Or you can

- phone Cara's Safeguarding Team (08) 8347 4588
- email [safeguarding@cara.org.au](mailto:safeguarding@cara.org.au)
- write to Safeguarding at Cara  
PO Box 237 Woodville 5011



You can ask an **advocate** to complain for you.

An advocate is a person who can help you say what you want.

You can also talk to:

**SA Health  
Adult Safeguarding Unit**  
1800 372 310



**NDIS Quality and Safeguards Commission**

- phone 1800 035 544
- [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**Health & Community Services  
Complaints Commissioner (HCSCC)**

- phone 08 8226 8666
- Country callers: 1800 232 007 (toll free)
- [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)



**National Relay Service TTY**  
1800 555 630  
Voice 1800 555 660  
TTY/Voice calls 133 677  
Speak & Listen: 1300 555 727

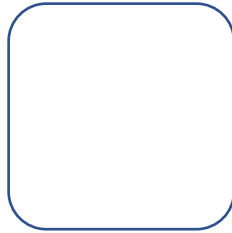
### Managers

You can put pictures and names here



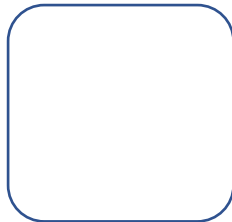
Quality Service Manager

\_\_\_\_\_  
Name



Operations Manager

\_\_\_\_\_  
Name



General Manager

\_\_\_\_\_  
Name



Executive Manager, Operations

Todd Williams



Chief Executive

Sonya Furey



Cara wrote the Easy English.

November 2022. [www.cara.org.au](http://www.cara.org.au)

Pictures are from Tools2Talk

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