



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.

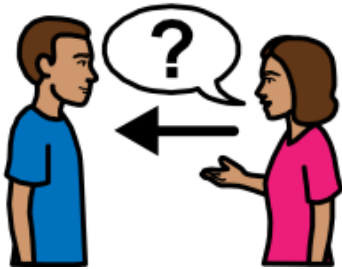


This information is about how to make a **complaint** to Cara.

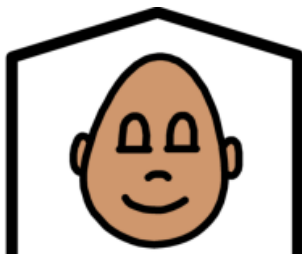


A complaint is when you

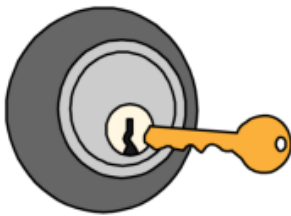
- do **not** like something and
- tell someone about it.



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.



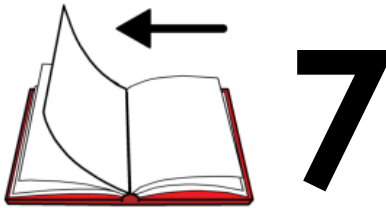
The **Safeguarding Team** will make sure the right person is helping with your complaint.

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
- 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

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

- phone 08 8226 8666
- Country callers: 1800 232 007 (toll free)
- 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

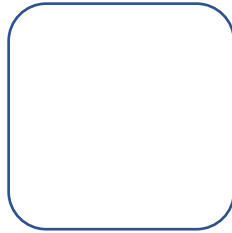
Managers

You can put pictures and names here



Senior Support Worker

Name



Client Service Manager

Name



General Manager Client Services

Rick Buys



Deputy Chief Executive Officer

Michael Kromwyk



Chief Executive

John van Ruth

Cara wrote the Easy English.

November 2022. www.cara.org.au

Pictures are from Tools2Talk

You can request a Plain English version and an editable Plain English version if you want to change the text to suit your accessibility needs.

You can request an audio version of this paper.