Have your say

At Cara, we want to improve the ways we work alongside people with disability. We need your feedback - from 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 clients, family members, friends, advocates or members of the general public. Feedback can be made anonymously.

What will Cara do with my feedback?

We listen and take complaints seriously. If we can contact you, we acknowledge complaints within 2 business days and aim to resolve them within 15 business days.

Who can help me speak up?

An independent advocate can help you speak up and understand your rights. See our Advocacy flyer for more information.

How can I give feedback?

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

Call Cara on 08 8243 5000

Email Cara

contact@cara.org.au

Fill out Cara's online feedback form cara.org.au/feedback

Tell a friend or advocate

Lodge an online whistleblowing report with independent organisation Stopline

Cara will listen to your concerns. We aim to resolve complaints within 15 business days.



We acknowledge complaints within 2 business days if we can contact you.



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 questions to understand your concerns and plan the next steps.



We will take action and explain what we are doing about your concern.



We will keep you informed and explain the outcome if we can contact you.



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

Can I complain outside Cara?

You can contact the NDIS Commission at any time. You do not have to complain to Cara first.

You can also contact the SA Health and Community Services Complaints Commissioner.

You can speak up about your support, safety or home without being treated unfairly. For people receiving SIL, this also includes tenancy or house-sharing concerns.

You can ask for an independent advocate or communication support. Contact details are below.

Independent complaints services

NDIS Quality and Safeguards Commission
P: 1800 035 544
www.ndiscommission.gov.au

Health and Community Services Complaints Commissioner

P: 08 8226 8666

www.hcscc.sa.gov.au