

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 explain what the 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.

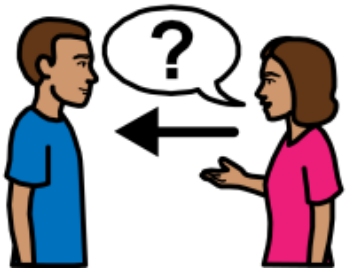


This information is about how to make a **complaint** to Cara.

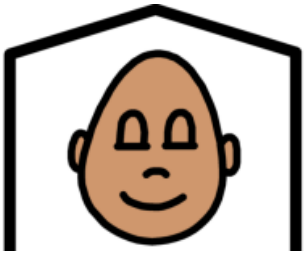


A complaint is when you:

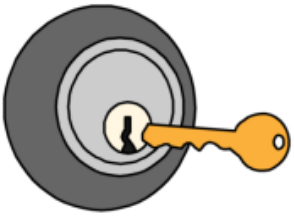
- do not like something and
- tell someone about it.



You can ask someone you trust to help you make a complaint.



We only share your information with people who need it to help with your complaint, keep you safe or follow the law.



We respect your **privacy**.

We keep your information safe.



We record complaints so the right people can help.

You can complain without giving us your name.



Cara will help you make a complaint.

Cara staff will talk with you.

Serious safety concerns get help quickly.

We will tell you we received your complaint within 2 business days if we can contact you.

We aim to fix complaints within 15 business days.

Sometimes we need more time. We will explain why.

You can speak up about your support, safety or home.

No one can treat you badly for making a complaint.

How to make a complaint

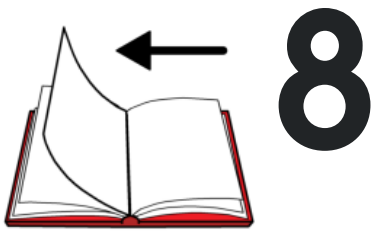




You can talk to:

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

A manager is someone who is in charge.

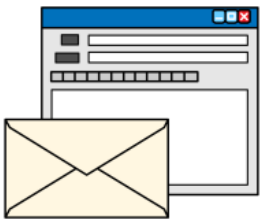


You can read about managers on page 8.

Or you can:



- Phone Cara
  08 8243 5000



- Email Cara
  contact@cara.org.au



- Use our online form
  cara.org.au/feedback

- Ask someone to help you.

You can ask an **independent advocate** to help you make a complaint.

They do not work for Cara. They can help you speak up.

You can complain to services outside Cara. You do not need to complain to Cara first.

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

Health and Community Services Complaints Commissioner
08 8226 8666
1800 232 007 (country landlines)
hcscc.sa.gov.au

Need help using the phone?
National Relay Service
TTY 133 677
Voice relay 1300 555 727

Who can help me?

You can choose who helps you make a complaint.



You can talk to
a staff worker you trust.



You can talk to
a manager at Cara.



A friend, family member or
independent advocate
can help you speak up.



You can call Cara on
08 8243 5000

You do not have to speak to your
Support Worker or Service Manager first.

You can choose someone else.

Cara wrote this Easy English information.

Pictures are from Tools2Talk.

You can ask for a Plain English version.

You can also ask for a version you can change to meet your communication needs.

You can also ask for an audio version.