



**Max MacKenzie B-SW, BA.**

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Participant's Details	<b>Name</b>	
	<b>Participant's Contact No.</b>	
	<b>Address</b>	

# EASY READ COMPLAINTS

## HOW TO FILE A COMPLAINT OR GIVE FEEDBACK?



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**This document is to help you  
Complain or give us Feedback.**



**It is okay to complain if you are not  
happy. Tell us when you are upset  
about:**

- **Your supports**
- **Workers**
- **Us (Provider Name)**



**You can talk to (Provider Name) on  
(Phone number).**



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**You can ask someone you trust to help you complain.**



**You can ask an Advocate to help you. An Advocate is someone who speaks up for you if you cannot speak up for yourself.**



**Not sure who to help you. Talk to (Position) who will help you find someone.**

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**We will try to fix your problem.  
We will talk to you about your  
problem.**



**Shh!!  
We will keep anything you say private.**



**Not Happy?  
You can tell:  
NDIS Commission  
1800 03 55 44 (This is a free call  
from landlines)  
Or online [here](#)**



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# **EASY READ INCIDENT**

## **WHAT HAPPENS WHEN THERE IS AN INCIDENT?**



**This document is about what happens if there is an incident.**



## **What is an Incident?**

- **Any time a provider caused you harm.**
- **Any time a provided could have caused you harm.**
- **When you hurt someone else.**
- **When someone feels that you are going to hurt them.**
- **A reportable incident (death, serious injury, abuse, neglect, sexual misconduct, restrictive practices)**



## **We record what is said and done during the incident including:**

- **Description of what happened,**
- **Who saw the incident,**
- **When you told the worker,**
- **Management is told what happened.**



## **You are important to us, so we:**

- **Provide support and assistance**
- **Make sure you are safe**
- **Look after your health and wellbeing**



**We will listen and talk to you or your advocate about what happened and how to fix it.**



**You should know what is happening so we will:**

- **Ask you for feedback**
- **Talk to you about what happened**
- **Consult with you or your advocate through the process.**
- **Your ideas about any changes that would help in the future**

**If we make changes to correct what happened, we will**

- **change our practices**
- **change our policies and**



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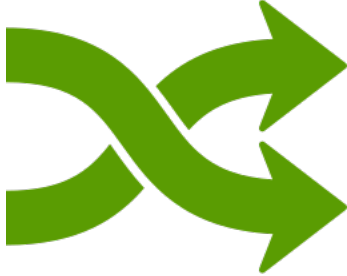
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**There are times that we must tell NDIS Commission if there is an incident.**



**For Example:  
If you or any of our participants are badly hurt in any way by anyone.  
This is called a Critical or Reportable Incident.**

**What happens if there is a reportable or critical incident?  
Management will fill out an Incident Form.**



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# **EASY READ SERVICE AGREEMENT DESCRIPTION**

## **WHAT IS A SERVICE AGREEMENT?**



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**This document will help you learn about Service Agreement.**



**Service Agreement is a document.**

**It is for you and your service provider.**

**The service provider is the person or organisation that provides you with supports.**

**The document says that you both agree about the services you are going to receive.**



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**When you have agreed, you both sign the document.**



**The Service Agreement is a good way to make sure you receive the services that are right for you.**

**And having a Service Agreement is a helpful way to make sure you have everything in writing if any problems occur.**



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## How to make a Service Agreement?



**You can ask another trusted person to enter into the Agreement for you. This might be a family member, carer, friend or other person. The trusted person can speak for you.**

**Also, it's a good idea to take a copy of your NDIS Plan to any meetings you have about your Service Agreement. If you want to, you can attach a copy of your NDIS Plan to the Agreement.**

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**What should the Service Agreement include?**



**The Service Agreement should include information about the supports you receive.**

**Talk to us about your supports. Tell us:**

- **What type of supports you need,**
- **How you want the supports.**

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**What is expected of you - This is about your responsibilities.**

**What is expected of your service provider.**



**How you can end or change the Agreement.**

**What you can do if any problems occur.**



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### **Costs**

- **How much the service costs**
- **When you pay**
- **How to pay**



### **Provider will talk to let you know:**

- **your rights**
- **what supports will be provided**
- **your responsibilities**
- **their responsibilities**
- **Of any considerations (if required)**



### **Together we will:**

- **Consult and talk to each other**
- **Write the agreement**

**When do you sign the agreement?**

**(Answer on next page.)**





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**After you or your trusted has person  
has read the agreement.**



**After you or your trusted person is  
happy that the agreement meets your  
need and that you have had your say.**



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**After provider agrees with what is written.**



**Sign the agreement if you are happy to agree to what is written.**

**Once you have signed, provider will sign.**



**You will be given a copy of the Service Agreement.**

**Don't forget to keep a copy of your**

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**EASY READ  
PRIVACY**



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# WHAT DO YOU KNOW ABOUT PRIVACY OF YOUR INFORMATION?



**This Document is about Your Privacy.**

**We store information like;**

- **Your name, address and phone number**
- **People who you are close to (mum, daughter...etc)**
- **Details about why and how we**



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**This helps us to support you, and to check the quality of our services. We are responsible for keeping your information safe.**



**We use your information so we can work with you to design supports to suit you.**

**We only share your information if you say 'Yes', or if there is a situation that makes us.**



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### **We only share your information**

- **with a trusted person**
- **when we need to so you can be safe**
- **with your permission to provide required information to NDIS or other government organisations**



**When asked to share you information you can so 'No' or opt out of sharing it.**

**We keep your information safe so only**



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**You have several rights with your information:**

- **The right to see a copy of the information we hold about you**
- **The right to have inaccurate or incomplete information corrected by us**
- **The right to object to any information you think is inaccurate**

**If you want to see your information just ask your trusted person who will ask us.**

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# **EASY READ RIGHTS**





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# WHAT DO YOU KNOW ABOUT YOUR RIGHTS?



**This Document is about Your Rights.**



**Our laws need to respect the rights of people with disability.**

**You should be included in community life.**

**You have the same rights as everyone.**



**What are your rights?**



**You should be:**

- **safe in your home and anywhere else**
- **treated with respect**
- **part of your cultural community**

**You should be able to:**

- **participate in your religion**
- **express your sexuality**



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**You should be able to:**

- **make complaints**
- **able to say you want to go to another provider**



**You can tell us what you want and when you want it.**

**You can tell us what type of worker you want.**

**You can tell us how you want things**

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**We will always follow your instructions, unless we feel that you may get hurt then we will talk to you or your trusted person about the risk.**



**We agree to follow your wishes and Charter of Rights.**

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