



## **PARTICIPANT HANDBOOK – EASY READ FEEDBACK AND SUPPORT**

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## GET HELP TO READ

The National Relay Service is a free Australia-wide phone service for people who are deaf or have a hearing or speech impairment.

- For TTY/voice:           call **133 677**
- For Speak & Listen:   call **1300 555 727**
- For SMS relay:           message **0423 677 767**

The Translation and Interpreting Services (TIS National) is an interpreting service provided by the Department of Immigration and Border Protection for people who do not speak English and for agencies and businesses that need to communicate with their non-English speaking clients.

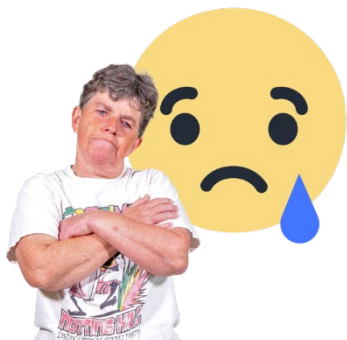
- Phone:       **131 450**
- Visit:       **[www.tisnational.gov.au/](http://www.tisnational.gov.au/)**

## WORDS WE USE AND WHAT THEY MEAN

KEYWORD	MEANING
<b>Staff</b>	This means everyone who works for us, including the CEO, managers, employees, contractors, people from other companies that help us, and our volunteers.
<b>Participant, Nominee, Representative or Advocate</b>	This is you! It also includes your family, anyone who takes care of you, or someone who speaks up for you.
<b>Workplace or environment</b>	These are the places where we provide our help. It could be in your own home, while you're getting around, in community areas or any other places we might need to be.
<b>Service(s)</b>	This refers to all the help and activities we offer you, which are all part of the agreement and plan we've made together.
<b>ARC, we, us and our</b>	This is us, ARC Disability Services Inc.

# FEEDBACK AND SUPPORT

## COMPLAINTS AND FEEDBACK



We want you to give us feedback or make a complaint if you are unhappy with the supports we give you.



If you do not want to tell us your complaint you should tell someone you trust like your family or friend. You can ask them to help you make a complaint.



Or you can get help from a professional advocate to make the complaint for you. We can help you find an advocate if you want.

How can you tell us your feedback?



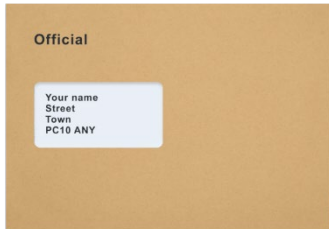
Our website

<https://www.arcinc.org.au/feedback>



By email

[feedback@arcinc.org.au](mailto:feedback@arcinc.org.au)



By mail

Feedback, ARC Disability Services,  
PO Box 942N North Cairns, 4870

You can also



- Talk to your Coordinator, a Team Leader or Manager at ARC.
- Complete a hard-copy form available at reception.
- Ask an advocate or support person to make a complaint for you.



You can make a complaint at any time directly to the NDIS

Call: 1800 035 544

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)



If you are from a culturally or linguistically diverse (CALD) background you can make a complaint in your language with the use of an interpreter.



You can make an anonymous complaint.  
Anonymous means we will not know who you are.  
If you make an anonymous complaint cannot give you an answer because we will not know who you are.



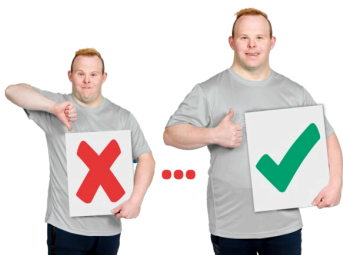
We take all complaints and feedback we get seriously.  
It helps us make our services better for you.

## **What happens after you make a complaint?**



Someone from ARC will contact you to:

- Talk about your problem
- Write everything you say down
- Plan to fix your problem



Then we will try to fix your problem and contact you to tell you what we did to fix it.



If you make a complaint to us your services will not stop and you will not be treated differently.

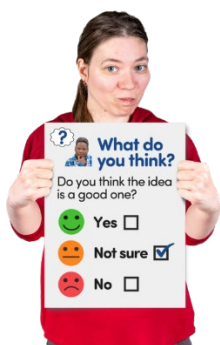


If you are not happy with how we handled your complaint you can tell the NDIS.

Call: 1800 035 544

Website: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## CONTINUOUS IMPROVEMENT



We will sometimes ask you to tell us your thoughts about our services and how we

- Fix complaints
- Fix incidents
- Respect your rights

**Questions**

1. What do you think about it?

☐ Good

☐ Bad

☒ Not sure

We ask for your feedback when we do our yearly survey.



Our services are checked every year by an independent team to make sure we are meeting the NDIS Practice Standards.

**What do you think?**

Do you think the idea is a good one?

☒ Yes

☐ Not sure

☐ No

You can help with this check by giving your feedback to the independent team.



You can also choose to not be part of the check.



## CHANGING PROVIDERS OR COMING BACK



You might decide you want to get your supports from a different provider instead of ARC.

We will help you to make this change.



If you change providers and then decide to come back to ARC, contact us and we would be happy to be your provider again.



If you need to stop out supports for a little while because you are on holiday or if you are in hospital we will make a plan to stay in touch.

## NDIS COMMISSION



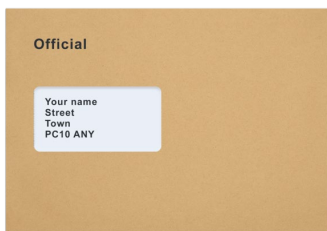
The NDIS Commission is here to help with the quality and safety of NDIS services.



You can call the NDIS Commission on 1800 035 544



You can email the NDIS Commission at  
[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)



You can send mail to the NDIS Commission to their  
address

NDIS Quality and Safeguards Commission  
PO Box 210  
Penrith NSW 2750



You can find more information about the NDIS  
Commission on their website.

<https://www.ndiscommission.gov.au/>

# THE OFFICE OF THE AUSTRALIAN INFORMATION COMMISSIONER



**Australian Government**  
**Office of the Australian  
Information Commissioner**

The Office of the Australian Information Commissioner or OAIC for short is here to make sure that personal information is protected.

They look into incidents where participant's information has not been kept private.



You can call the OAIC on 1300 363 992



You can email the OAIC at [enquiries@oaic.gov.au](mailto:enquiries@oaic.gov.au)



You can send mail to the OAIC to their address  
Office of the Australian Information Commissioner  
GPO Box 5218  
Sydney NSW 2001



You can find more information about the OAIC on their website.

<https://www.oaic.gov.au/>