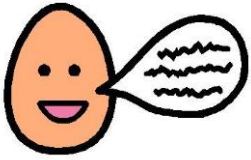


COMMUNITY INCLUSION

COMPLAINTS & FEEDBACK

EASY ENGLISH VERSION



It's always important to speak up and tell us what you think.

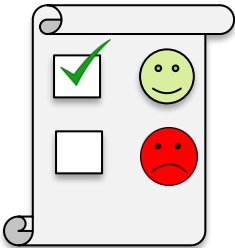


We want you to talk to us if you are really happy with the supports we provide to you.



We also want you to talk to us if something goes wrong with the supports we provide to you.

We call this a **complaint**



Complaints help us learn how to

- Make our programs better
- Make sure we keep you safe

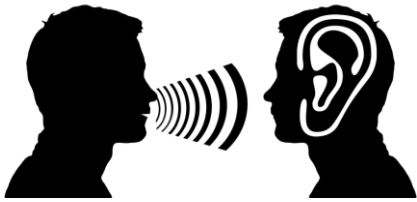


You could make a complaint when:

- Something is not working well
- Something has not been done the right way
- Something has made you feel unhappy
- You have been treated badly



WHAT DO WE DO ABOUT COMPLAINTS?



We listen to what you are saying



And try to understand the problem



We work together with:

- You
- Your family or friends
- Advocates
- NDIS Quality and Safeguards Commission



To fix the problems



And make our services better

WHO SHOULD YOU TALK TO?



Tara Tauba

Active Inclusion Coordinator Weekday Lead
ttauba@playford.sa.gov.au
0417 016 151



Stephanie Hickey

Active Inclusion Coordinator Friends After Hours Lead
shickey@playford.sa.gov.au
0481 916 497



Kimberley Anderson

Active Inclusion Support Staff
kanderson@playford.sa.gov.au
0466 944 019



Cyndi Neuzerling

Acting Quality Coordinator Disability Access & Social Inclusion
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0481 916 496



Amy Godfrey

Acting Manager Community Inclusion
agodfrey@playford.sa.gov.au
8256 0224

WHAT IF YOU AREN'T HAPPY WITH US?



If you are not happy after you have spoken to us



You can talk to the **NDIS Quality & Safeguards Commission**

They are also called the **NDIS Commission**



You can complain to the **NDIS Commission** about:

- Services that are bad
- Services that are unsafe
- What a provider said when you complained



NDIS Quality
and Safeguards
Commission



We will all work together to fix the problem



Contact the **NDIS Commission**

Phone 1800 035 544



Website www.ndiscommission.gov.au