



Rocky Bay

HEALTH + COMMUNITY

Feedback and Complaints



Easy English
GUIDE

POL-718 V1.0

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rockybay.org.au

your partner in possibility

What is a policy



A policy is

- a plan for how to do things
- where rules come from.



An Easy English guide is a summary of another policy.

You can find the other policy on our website

www.rockybay.org.au



Some words are written in **pink**.

We will explain what these words mean.



When you see the word

- **we**
- **our**
- **us**

in this book it means **Rocky Bay**.

You can get help with this policy



You can get someone to help you

- read this policy
- know what this policy is about
- find out more information.



Feedback and Complaints

Feedback is when you tell someone



- they have done something well
- how they could do something better



- a problem.



You can tell us when you are happy
This is good feedback



For example

- staff are friendly
- you get good help.



You can tell us when you are not happy

This is called a **complaint**.

A complaint is when



- you are not happy about something
- and
- you tell someone about it.

You can tell us if you are happy or not happy with



- our supports or services



- if someone has hurt you

- if you do not feel safe



- if someone does a good job.

You can also tell us how we might do something better

We call this a **suggestion**.



When you tell us what you think it makes us better at what we do.

Everyone has the right to



- give feedback
- make a complaint.



We will keep your complaint **private**.

Private means we will only tell the people who can help fix your problem.



We will **not** treat you differently if you tell us

- what you think
- or
- how you feel.



You will **not** lose your supports and services.

Other people can help you give feedback

Other people can help you tell us what you think.



Like your

- family



- support worker
- carer or **guardian**

A guardian makes legal choices for you.



- **Advocate**

An advocate is someone who can help you



- Make decisions
- Say what you want.

What we will do with your feedback



If you give us feedback we will

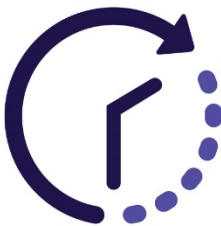
- listen to you



- ask you how we can help fix your problem



Tell you what is happening.



We will always try to fix your problem

- as fast as we can



- in a fair way

- in a way to suit your needs.



Sometimes complaints take a long time to fix.

- a manager might call you if we cannot fix your problem straight away



- we will tell you how we are going
- you can ask us how we are going.



We can **resolve** most complaints

Resolve means we feel we have fixed your problem.

We will always work to make our services and supports better.

How you can give us feedback

You can choose how you want to give us feedback

You can



- tell someone that works at Rocky Bay



- call us on (08) **9383 6113**



- use the form on our website
www.rockybay.org.au/feedback



- email us
enquiries@rockybay.org.au

- send us a letter



Rocky Bay
PO Box 53
Mosman Park WA 6912



- The National Relay Service
Speak and Listen
1300 555 727



- TTY
133 677



- SMS relay number
0423 677 767



- internet relay calls
www.internet-relay.nrscall.gov.au

Sometimes you still might not be happy

You might feel that



- we took too long to fix your problem



- we did not fix your problem properly

or

- you might not want to tell us.



Other services can help you



NDIS Quality and Safeguards Commission

1800 035 544



Translating and Interpreting Service

131 450



www.ndiscommission.gov.au/about/complaints



Health and Disability Services Complaints Office (HaDSCO)



1800 813 583



www.hadsco.wa.gov.au



Carer's WA



1300 227 377



www.carerswa.asn.au



People with Disabilities WA (PWdWA)



1800 193 331



www.pwdwa.org



1800 659 921



www.kinadvocacy.org.au



Midlas



(08) 9250 2123



www.midlas.org.au



SECCA

Sexuality Education Counselling and Consultancy
Agency



(08) 9420 7226



www.secca.org.au