



**HAVE  
YOUR SAY**

**SHAPING OUTCOMES**



## **Complaints and Feedback**



**Easy English**

**National Relay Service TTY 1800 555 630 and [www.relayservice.gov.au](http://www.relayservice.gov.au)**

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# Hard words

This book has some hard words.

The first time you see a hard word

- the word will be **blue**
- we tell you what the hard word means.

## You can get help with this book



You can ask someone to help you

- read this book
- know what this book is about
- find more information



# About this book



This book is about how you can tell us what you think of

- Shaping Outcomes
- our services
- our staff.



You can tell us you are happy.

This is good **feedback**.

Feedback is what you think.



For example

- Staff are friendly
- you get good help.



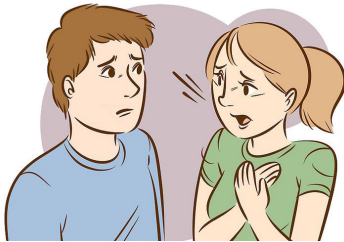
You can tell us a **complaint**.



A complaint is when you

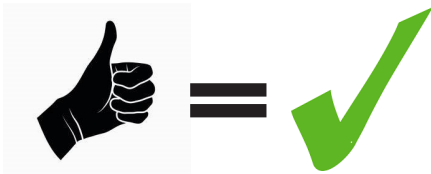
- are **not** happy

and



- tell someone the reason.

When you tell us what you think it makes us better.



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

- what you think

or

- how you feel.



You will **not** lose your service.

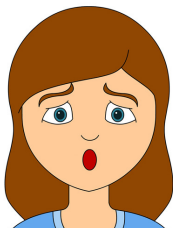


When you tell us feedback you can

- get the help and support you need
- change things that do **not** make you happy
- help other people who are **not** happy
- help us thank staff who do a good job
- help us make our services better.



You can tell us



- if you are happy or **not** happy about your child's supports and service
- if someone has hurt you or your child
- if you or your child do **not** feel safe
- if someone does a good job.

We can get feedback and complaints from different people.



For example

- people who use our services
- family and friends
- people in the community
- staff
- carers, parents and **guardians**.



A guardian makes legal choices for you or a child.

- **advocates**.



An advocate is a person who can help you

→ make decisions

→ say what you want

→ understand information.



# How to get help

You can get help to tell us what you think.

You can ask us to find someone to help you.



You can get help from an advocate.

To find an advocate to help you go to

- Disability Advocate Finder  
[www.disabilityadvocacyfinder.dss.gov.au/disability/ndap](http://www.disabilityadvocacyfinder.dss.gov.au/disability/ndap)



or

- Disability Advocacy Network Australia  
[www.dana.org.au](http://www.dana.org.au)



# How to give feedback

You can choose how to tell us what you think.

You can

- tell someone who works at Shaping Outcomes



- call us 1800 317 468



- use the form on our website

[www.shapingoutcomes.com.au/have-your-say](http://www.shapingoutcomes.com.au/have-your-say)



- email us

[admin@shapingoutcomes.com.au](mailto:admin@shapingoutcomes.com.au)



- send us a letter

Chief Executive Officer

PO BOX 105

Tweed Heads NSW 2485



- write on our feedback form.



You can choose to **not** tell us who you are

- we will **not** contact you about your feedback or complaint
- we will still listen to your feedback or complaint.

You can choose to tell us who you are

- we will contact you about your feedback or complaint
- if you are not happy with what we say you can talk to someone else.



## For a complaint about a service



NDIS Quality and Safeguards Commission

- Call 1800 035 544
- Website [www.ndiscomission.gov.au](http://www.ndiscomission.gov.au)



# For a complaint about NDIS plans or the NDIA



National Disability Insurance Scheme

- Call 1800 800 110
- Email [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

## More information

For more information contact Shaping Outcomes.



Call 1800 317 468



Website [www.shapingoutcomes.com.au](http://www.shapingoutcomes.com.au)



Email [admin@shapingoutcomes.com.au](mailto:admin@shapingoutcomes.com.au)



# National Relay Service

TTY 133 677

Speak and Listen 1300 555 727

Internet relay users

[www.internet-relay.nrscall.gov.au/](http://www.internet-relay.nrscall.gov.au/)

Other National Relay Service options

[www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/mainstream-communication-options](http://www.communications.gov.au/what-we-do/phone/services-people-disability/accesshub/mainstream-communication-options)

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# SHAPING OUTCOMES

Here to support children thrive, connect & belong

## GET IN TOUCH

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**mail** PO Box 105  
Tweed Heads NSW 2485

**phone** 1800 317 468

**email** [admin@shapingoutcomes.com.au](mailto:admin@shapingoutcomes.com.au)

**web** [www.shapingoutcomes.com.au](http://www.shapingoutcomes.com.au)

## LOCATIONS

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- Ballina
- Byron Bay
- Gold Coast
- Grafton
- Lismore
- Tweed

**National Relay Service**  
1800 555 630 and [www.relayservice.gov.au](http://www.relayservice.gov.au)

