



You have the right to feel safe and to have quality support and services.

If you are unhappy with Empress Support Services or any other NDIS provider, you can make a complaint. It's always okay to say something.

When you speak up, it helps NDIS providers to make their services better.

This document explains how to make a complaint and what you can expect to happen after a complaint is made.

How to make a complaint

Anyone can make a complaint. You can make a complaint, or a person can make it for you. This includes a person in your family, a friend, a guardian, or anybody else.

Sometimes it can be helpful to get help to make a complaint.

Making a complaint is free. You can take back your complaint at any time. The details of your complaint will be kept private.

There are two main ways to make a complaint.

You can speak to:

- the NDIS provider (this is an organisation that supports you like Empress Support Services), **or**
- the NDIS Commission

The NDIS Commission recommend that you complain to the NDIS provider **first**. If you are unhappy with how the NDIS provider handles the complaint, you can speak to the NDIS Commission.

If you feel uncomfortable speaking to the NDIS provider, you can complain to the NDIS Commission **first**.

EASY READ COMPLAINTS INFORMATION

Getting help to make a complaint

Anyone can help you make a complaint. The most important thing is that you feel safe and comfortable with the person helping you.

You may ask for help from:

- A person from your family
- A friend
- A support worker or Empress Support Services worker
- Your NDIA-appointed nominee
- A guardian
- A disability advocate
- Your Local Area Coordinator
- Your Support Coordinator
- Your NDIA Planner

Getting help from an advocate

A disability advocate is a person whose job it is to help you make a complaint. A disability advocate is independent. This means they are not connected to Empress Support Services, the NDIS Commission, or any other NDIS provider.

If you want to get help from an independent disability advisor, you can ask Empress Support Services to organise an advocate for you.

You can also find government-funded independent advocates' locations and contact details on the Disability Advocate Finder website.

<http://disabilityadvocacyfinder.dss.gov.au>

Getting an interpreter

If you want an interpreter to help you make a complaint over the phone, you can use the Translating and Interpreting Service (TIS).

The service is available 24 hours a day, every day of the year by calling **131 450**.

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There is no charge for using this service if the person you are making the complaint to agrees to accept the charges.

If you make a complaint to the NDIS Commission, they can arrange an interpreter in your language. This is a free service.

Complaining to Empress Support Services

Empress Support Services **welcomes** feedback and complaints. You can make a complaint in any way that suits you.

You can make a complaint:

- in person
- over email on Info@empress.org.au
- on the phone at 03 8899 9168, or
- by posting it to PO Box 3182, Caroline Springs, VIC, 3023.

Empress Support Services has a form that you can fill out to make your complaint. You can email or post this form to Empress Support Services. You can also give it to an Empress Support Services worker.

Empress Support Services' [easy-read complaint form is at the bottom of this document.](#)

You do not need to put your name on the complaint. If you do not want Empress Support Services to know who has made the complaint, you can be anonymous.

Anybody can make a complaint for you. However, Empress Support Services will only take a complaint from another person if you agree to have the person complain for you. You do not have to agree to make a complaint if you don't want to.

If you include your name in the complaint, someone from Empress Support Services will contact you within two days to let you know that they got your complaint.

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Empress Support Services will do its best to fix the problem. They will contact you within one month of receiving your complaint to solve the issue.

Every complaint is different. As an example, Empress Support Services may:

- change the way they support you and provide services to you
- apologise to you
- share information with you

Complaining to the NDIS Commission

You can make a complaint to the NDIS Commission:

- On the phone - **1800 035 544** (free call from landlines)
- By filling in an online complaint form at www.ndiscommission.gov.au

Someone from the NDIS Commission will contact you to talk about what will happen next.

The NDIS Commission will only contact the NDIS provider about the complaint if you agree.

Other options

There are other ways to make a complaint.

At any time, you can make a complaint to:

- The National Disability Insurance Agency (NDIA).
- Department of Health Complaints, Integrity, and Privacy Unit.
- Disability Services Commission.
- Commission for Children and Young People.
- The Ombudsman.
- Office of the Commissioner for Privacy and Data Protection.

EASY READ COMPLAINTS INFORMATION

- Independent Broad-based Anti-Corruption Commission (IBAC)
- The police

If you are at immediate risk of harm or are worried about a person's well-being, **call 000 immediately.**

EASY READ COMPLAINTS INFORMATION

EASY READ FEEDBACK AND COMPLAINTS FORM

Tell us about yourself

If you write down your name and personal information, Empress Support Services will be able to contact you to speak about your complaint.

If you want your complaint to be anonymous, you should not fill in this box.

Your full name The client	
Client's residential address Where do you live?	
Today's date Day, month and year	
How can we contact you? Phone, email, or mail	
This form was completed by:	<input type="checkbox"/> Client <input type="checkbox"/> Guardian or other people

If someone is helping you to fill in this form, ask them to fill in the information in this box

Who is helping to fill in this form? Full name	
What is your relationship to the client?	

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<p>A friend? A person from your family? A support worker? An Empress Support Services worker?</p>	
<p>Does the client know you are making this complaint/providing feedback? Empress Support Services will only respond to complaints if the client agrees to the complaint being made</p>	
<p>Does the client agree to the complaint/feedback being made? Empress Support Services will only respond to complaints if the client agrees to the complaint being made</p>	
<p>How can we contact you? Phone, email, or mail</p>	

What is the complaint about?

<p>Please name the person or the service that you want to make a complaint about.</p>	
<p>Name and contact details (if known)</p>	
<p>Other information</p>	

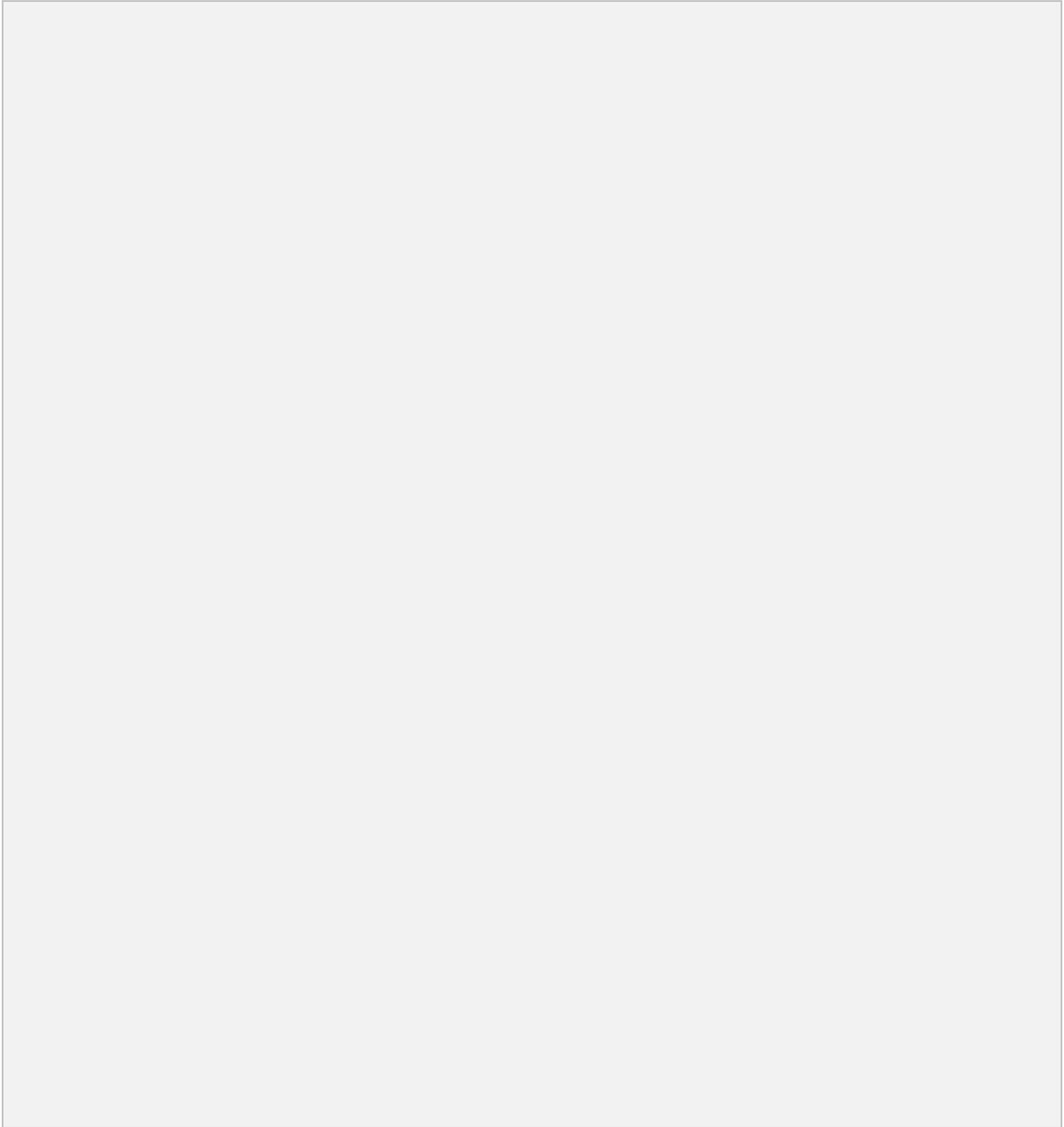
Tell us what happened

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Please tell us what happened, where it happened, and who was there. If you know what time it happened, please write this down.

If you need more space to write, you can add extra pages to this form.

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Do you have any extra information that could help us understand what happened?

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Supporting information might be **a photo, a video, an email, or a letter**. This helps us to understand your complaint.

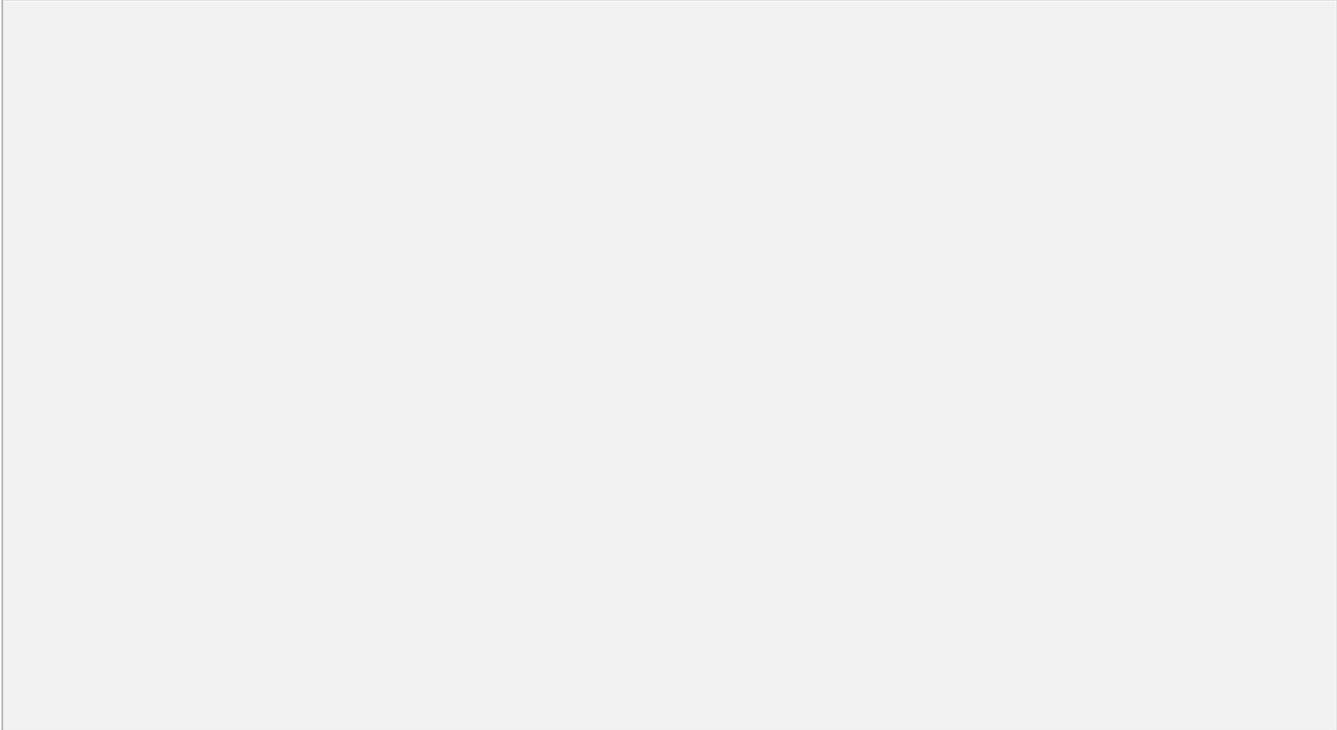
Please name or describe the supporting information documents here.

Please attach copies of the supporting documents to this form if possible.

What would like to happen next?

Tell us about the outcome you would like. For example, tell us how we could do things differently next time.

EASY READ COMPLAINTS INFORMATION



EASY READ COMPLAINTS INFORMATION

OFFICE USE ONLY	
Complaint Received By	
Date Received	
Action Taken or Required	
Date Action Completed	
Signature	