Complaints and Feedback

Easy Read

This document tells you how to make a complaint or give us feedback.

We want you to tell us if you are unhappy.

It is OK to complain if you are not happy. Tell us if you are upset about:

- the supports you get
- your support workers
- Axis Supports.

Making a complaint will not change your supports.

Getting help to complain

If you do not feel OK telling us, you can tell someone you trust, like your:

- mum or dad
- brother or sister
- support worker.

Ask them to help you make a complaint.

Or you can get help from a professional, independent advocate.

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We can help you find an advocate. Call us on **1300 696 888** and ask for your Operations Manager.

How to make a complaint or give feedback

You can talk to:

- your support worker
- your Operations Manager
- our Complaints Manager.

You can call or email our Complaints Manager:

- Call **1300 696 888**
- Email admin@axissupports.com.au (Canberra) or adminnsw@axissupports.com.au (Sydney)

You can fill in our Complaints and Feedback Form.

Post it or bring it to one of our offices. You can get the form from our website or ask us for a copy.

You can also fill in the participant survey we send you every year.

Anonymous complaints

You can make a complaint without telling us your name.

This is called being anonymous. It means we will not know who you are.

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To be anonymous, use our Anonymous Complaints and Feedback Form:

- fill in the form, or ask your advocate to help
- post it back to us. Do not write your name on it.

If you are anonymous, we cannot tell you what happens next, because we do not know who you are.

What we do with your complaint

We take all complaints and feedback seriously. They help us make our supports better.

Our Complaints Manager will:

- talk with you about the problem
- write down what you tell us
- make a plan to fix the problem.

They will:

- try to fix the problem
- keep you up to date about what is happening.

To keep you safe, if someone has been hurt or is in serious danger, we will tell the police and the NDIS Commission.

We keep what you tell us private.

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You can complain to the NDIS Commission at any time. You can also tell them if you are not happy with how we handled your complaint.

- Call **1800 035 544** (free from a landline)
- Go to **ndiscommission.gov.au**

Contact us

Call us on **1300 696 888**

Ask for your Operations Manager.

Email us

Canberra: admin@axissupports.com.au
Sydney: adminnsw@axissupports.com.au

Visit us

Canberra office
Shop 6, 26-28 Winchcombe Court, Mitchell ACT 2911

Sydney office
Shop 1, 5 George Street, North Strathfield NSW 2137

If you need an interpreter, call TIS National on **131 450** and ask them to call us. If you are deaf or find it hard to hear or speak, use the National Relay Service and ask for **1300 696 888**.

Based on PROVIDERplus Easy Read templates (© PROVIDERplus Pty Ltd 2021), updated and adapted by Axis Supports.

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