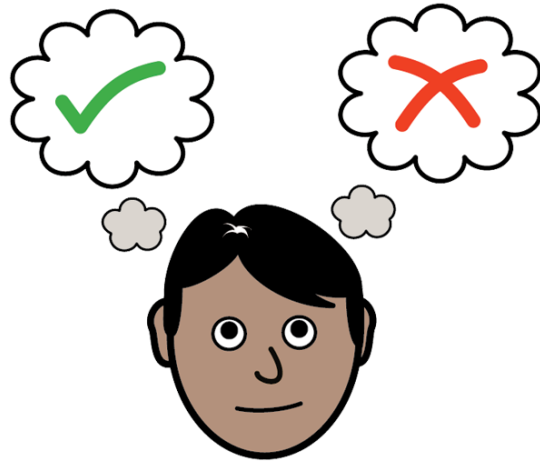


Easy English

Feedback and complaints



Tell us what you think

EverAbility
Group

The words **we**, **us** and **our** in this book mean

EverAbility Group.

We say **EverAbility.**



You can tell us what you think of us.

We say you give us **feedback**.

It can be good **or** bad.



You may tell us when we do something you do **not** like.

We say you make a **complaint**.



You may tell us what we can do differently.

We say you make a **suggestion**.



We want to hear

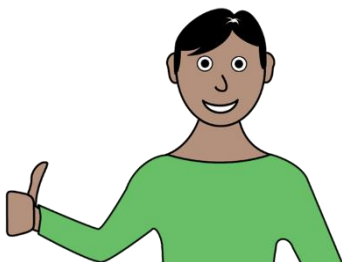
- your feedback
- your complaints
- your suggestions.



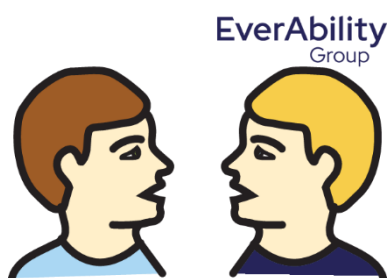
Everyone has the right to tell us how they feel about us.



We want to know when you are **not** happy with our service.



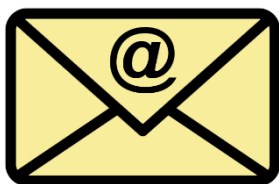
We will use what you say to make our service better.



How to say what you think

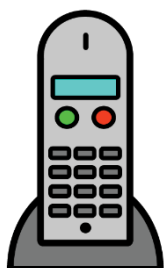
You can

- talk to an EverAbility worker



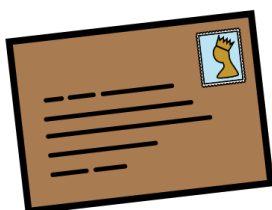
- email us

– feedback@everabilitygroup.org.au



- call us on the phone

– **08 9311 8202**



- write a letter to us.

– **Feedback / Complaints**

EverAbility

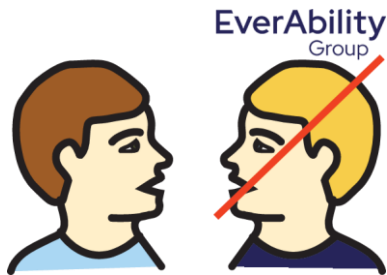
PO Box 101

Victoria Park WA 6979



Tell others what you think

Sometimes you want to make a complaint



but

you do **not** want to talk to us.



You can complain to someone else.

Like a group that is **not** part of EverAbility.



You may talk to a group that hears complaints.

We say you talk to a **regulatory authority**.

Like the



- **Health and Disability Services Complaints Office.**

Phone 08 6551 7600



- **National Disability Insurance Agency.**

Phone 1800 800 110



- **NDIS Commission.**

Phone 1800 035 544



- **Aged Care Quality and Safety Commission.**

Phone 1800 951 822



You may talk to a group that helps you speak up for your rights.

We say you talk to an **advocacy organisation**.

Like



- **Blind Citizens Australia.**

Phone 1800 033 660



- **Older Persons Advocacy Network.**

Phone 1800 237 981



- **Developmental Disability WA.**

Phone 08 9420 7203



- **Association for Children with Disability Tas.**

Phone 03 6231 2466



About this book

This book helps you understand how to provide feedback and complaints to EverAbility.

VisAbility

The Accessible Information Service at

VisAbility wrote the Easy English.

We use pictures from

- Easy on the i
- Mulberry Symbols
- The Noun Project
- Aged Care Quality and Safety Commission
- The Association for Children with Disability Tasmania (ACD Tas)
- Blind Citizens Australia (BCA)
- Developmental Disability WA (DDWA)

- Health and Disability Services
Complaints Office (HaDSCO)
 - National Disability Insurance Agency (NDIA)
 - NDIS Quality and Safeguards Commission
 - Older Persons Advocacy Network (OPAN)
- and
- EverAbility Group.