

Feedback and Complaints

Early Childhood Approach

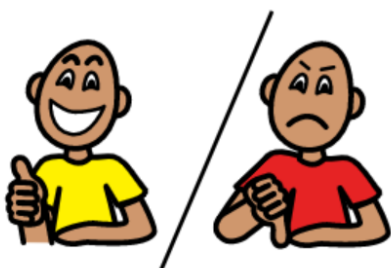
Easy Read Guide



The Benevolent Society is a Partner in the Community delivering Early Childhood Approach (ECA) services on behalf of the National Disability Insurance Agency (NDIA)

Your feedback matters to us.

This Easy Read Guide will help you give feedback and make a complaint about The Benevolent Society ECA service.



Giving feedback means telling us what you liked and did not like about your experience with The Benevolent Society.

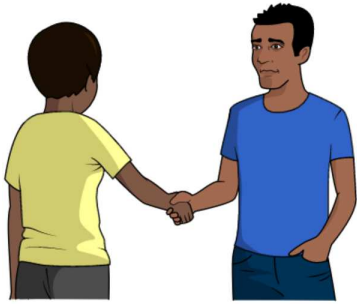
If you are unhappy with your experience, you can make a complaint.



Making a complaint means telling us why you are unhappy. It helps us do better.

Everyone has the right to make a complaint. You can make a complaint. Your family member, advocate, carer, or guardian can make a complaint.

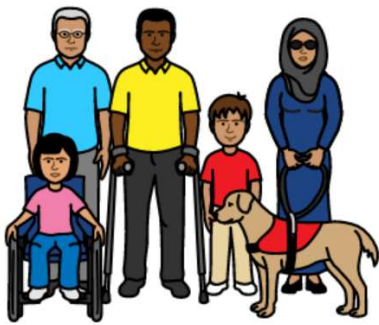
Volunteers, other organisations, or government organisations can make a complaint.



We will try to resolve your complaint within 28 days.

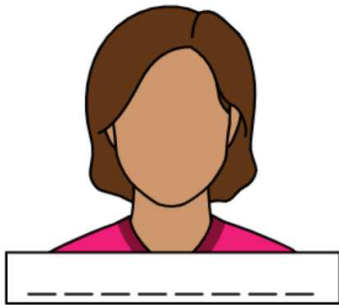
Resolving a complaint means making changes so that we do things better.

If you're not happy with how we resolve your complaint, you can contact the Risk & Quality Coordinator to request a review of your complaint.

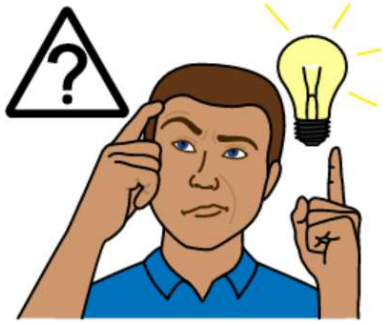


You will not be treated differently if you make a complaint. The Benevolent Society will deal with your complaint professionally.

You can also make an anonymous complaint.



Making an anonymous complaint means making a complaint without telling us who you are.



How can I give feedback or make a complaint?

There are lots of ways to give feedback or make a complaint.

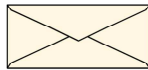
You can:



Speak to a team member at The Benevolent Society by phone or in person



Complete the feedback and complaints form in this brochure



Write to the Risk & Quality Coordinator at:
The Benevolent Society
PO Box 257, Broadway NSW 2007



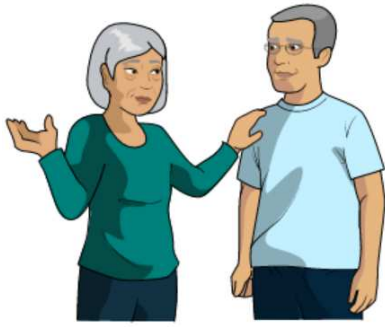
Contact us through our website
www.benevolent.org.au/contact



Phone the ECA team on 1300 003 234



Send an email to
feedbackandcomplaints@benevolent.org.au



How can I get help to make a complaint?

You can get help to give feedback or make a complaint.

You can:



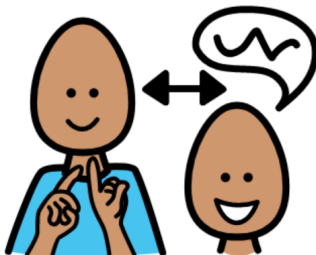
Speak with a staff member



Phone the Risk and Quality Coordinator on 1800 236 762



Email the Risk and Quality Coordinator at feedbackandcomplaints@benevolent.org.au



If you need an interpreter, you can phone the Translating and Interpreting Service on 131 450.

You can tell us if you want The Benevolent Society to call the Translating and Interpreting Service for you.



If you are Deaf, hard of hearing, or have communication problems, you can use the National Relay Service.

For information about the National Relay Service, go to www.relayservice.gov.au




How can I get more help to resolve my complaint?

You can get more help to resolve your complaint by making the complaint to the National Disability Insurance Agency (NDIA), an independent advocacy organisation, or the Queensland Human Rights Commission.



National Disability Insurance Agency

The Benevolent Society is a partner with the National Disability Insurance Agency (NDIA) in providing ECA services. You can give feedback and make complaints about our services to the NDIA. The NDIA try to resolve complaints in 21 days.

 1800 800 110

 <https://www.ndis.gov.au/contact/feedback-and-complaints>

 feedback@ndis.gov.au

Independent advocacy organisations

Independent advocacy organisations help people with a disability and their families resolve complaints. You can search for advocacy agencies by using the National Disability Advocacy Provider Finder.


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

You can tell us if you need help to use the National Disability Advocacy Provider Finder.

Queensland Human Rights Commission

You can make a complaint to The Benevolent Society if we have breached your human rights. You can make a complaint to the Queensland Human Rights Commission if:

- we don't respond to your complaint in 45 working days
- or if you aren't happy with our response.

 1300 130 670

 <https://www.qhrc.qld.gov.au/complaints>

 enquiries@qhrc.qld.gov.au



Feedback and Complaints Form



About the person filling in this form

You can leave this blank if you don't want to tell us who you are.

My name: _____

My phone number or email address:

I am

- Giving feedback
- Making a complaint

I am filling in this form

- Myself
- On behalf of someone else

About the person making a complaint

(if different from the person named above). Leave this blank if the person does not want to tell us.

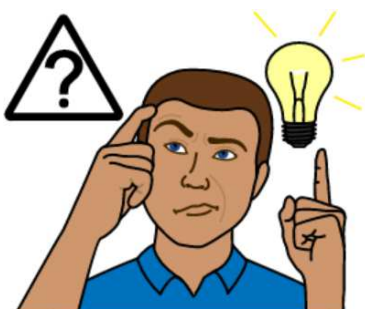
The person's name: _____

The person's phone number or email address:



Tell us about your feedback or complaint.

For example, tell us the date, time, where you were, who was there, and what happened.



Tell us what you want us to do.

How can we make things better?

Privacy Collection Notice



The Benevolent Society respects your privacy. We collect your personal information to help us respond to your feedback or complaint.

Personal information is information that identifies you.

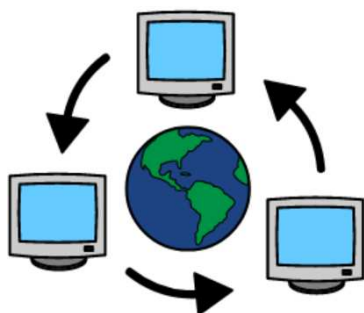
You can choose if you want to give us your personal information when you give feedback or make a complaint. If you do not give us your personal information, we may not be able to respond to your complaint.



The personal information you give us is collected by The Benevolent Society.

We will only give your information to other people if giving your information

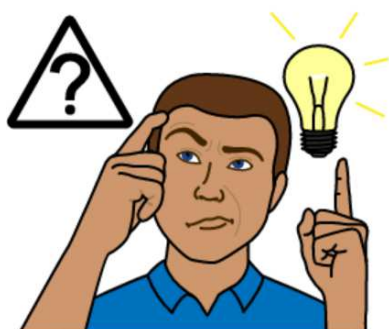
- is needed to run our business,
- helps us provide services to you, or
- is required by law.



We keep your personal information in Australia.

We will only keep your information overseas if it helps us provide services to you or we have your consent.

How we use personal information is explained in our privacy policy at www.benevolent.org.au



Our Privacy Policy explains:

- how we keep and use your personal information
- how you can see and change your personal information
- how you can make a complaint about personal information
- how we respond to complaints about personal information.

If you would like more information, please contact us privacy@benevolent.org.au