



# Easy Read Feedback and Complaints Guide

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Thrive Pathways

**We want to hear from you.**



This is an **Easy Read** guide.



You can ask someone to **help you read** this.



This guide is for **you**.

It tells you how to give **feedback** and make a **complaint**.



We are here to help.

You can always ask for **support**.



## What is this guide about?

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How to give **feedback**.



How to make a **complaint**.



How to get **help** if something goes wrong.



What we will do to **fix** it.

## What is feedback?

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**Feedback** is when you tell us:



What you **like**.



What you **do not like**.



How we can **do better**.



You can give feedback **at any time**.

It can be good or bad. We want to hear from you.

## What is a complaint?

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A **complaint** is when you are **not happy** with something.

This could be:



- A support worker did not treat you well
- You did not get the help you asked for
- You feel **unsafe**
- Someone was rude or did not listen
- Something did not happen the way it should
- Your **rights** were not respected



## Who can give feedback or make a complaint?

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**Anyone** can:



- You
- Your family or carer
- Your advocate
- A support coordinator
- A staff member
- Anyone else who knows you

## How can you give feedback or make a complaint?

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**Call us on 1300 429 593.**



**Email us at [hello@thrivepathways.com.au](mailto:hello@thrivepathways.com.au).**



**Talk to us in person.**

You can talk to **any of our team**.



**Fill in a form.**

Ask us for a complaint form.

We will help you fill it in.



**Write to us at PO Box 75R, Redan VIC 3350.**



**Online. Visit [www.thrivepathways.com.au](http://www.thrivepathways.com.au).**



**Ask someone to help.**

A family member, carer or advocate can speak for you.



You do **not** have to give your name.

We will still look into it where we can.



## What happens when you give feedback or make a complaint?

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We will **listen** to you.



We will take you **seriously**.



We will **write down** what you say.



We will tell you **in writing** that we got it.

We do this within **2 business days**.

Business days are Monday to Friday, not public holidays.



We will **explain** what happens next.

We will tell you **who to talk to** about it.



We will tell you **how long** we think it will take.



We will **look into it** properly.



We will try to **fix** the problem.  
We will tell you when it is fixed.



We will use your feedback to **do better**.

## What if you are still not happy?

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You can ask a **senior manager** or **director** to look at it again.



You can contact the **NDIS Commission** at **any time**.  
Their details are at the end of this guide.



You can talk to an **advocate**.  
An advocate is someone who speaks up for you.



Call the **police** on **000** if someone is in danger right now.

## Will you get in trouble for complaining?

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**No!**

It is always OK to give feedback or make a complaint.



We **want** to know when something is not right.



You will **not** be treated badly.

Your services will **not** change.



We will keep your information **private**.



Complaining helps us do better for **everyone**.



## Your rights

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You have the right to:



- Be heard
- Be safe
- Get support
- Ask for help
- Say no
- Be respected

You also have the right to:



- Know what we did
- Have your complaint taken seriously
- Have someone speak for you, like an advocate
- Have your privacy protected
- Be told what we are doing to fix the problem
- Not be treated badly for complaining



## What do we do with your complaint?

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### **1. Keep it private.**

Only the people who need to know will see it.



### **2. Write it down.**

We keep a record of all feedback and complaints.



### **3. Look into it.**

We find out what happened.



### **4. Tell you what we did.**

We explain what happened and what we did to fix it.



### **5. Do better.**

We use your feedback to improve our services.



## Contact us

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Call us on **1300 429 593**



Email us at **hello@thrivepathways.com.au**



Write to us at:

**PO Box 75R, Redan VIC 3350**



Visit our website at **www.thrivepathways.com.au**



You can also talk to **any of our team** in person.



Do you need an **interpreter**?

Call **TIS National** on **131 450**.

Ask them to call us on **1300 429 593**.



Do you find it hard to hear or speak?

You can use the **National Relay Service**.

Ask them to call us on **1300 429 593**.



## Other places that can help

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### NDIS Quality and Safeguards Commission

They make sure NDIS supports are **safe**.

Phone **1800 035 544** (free call from landlines)

TTY **133 677**

Email **[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)**

Website **[www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)**

National Relay Service: ask for **1800 035 544**



### Victorian Disability Worker Commission

They take complaints about **disability workers** in Victoria.

Phone **1800 497 132**

Website **[www.vdwc.vic.gov.au](http://www.vdwc.vic.gov.au)**



### Find an advocate

An advocate is someone who helps you **speak up**.

Website **[askizzy.org.au/disability-advocacy-finder](http://askizzy.org.au/disability-advocacy-finder)**