



We at Outcomes-Won acknowledge and thank our friends at CoAbility for permission via (CEO Jenine Ellis), to promote the usage of their 'Easy English', documents.

CoAbility

Easy English

Feedback and Complaints

This information was correct at the time of printing.



If you are hearing/speech impaired, you can communicate with us by calling the National Relay Service (NRS) on 133 677.



If you need help to talk to us in your language, call the Translating and Interpreting Service (TIS) on 131 450 (9am-5pm).

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Feedback and Complaints



This information is written in an easy to read way.



We use pictures to explain some ideas.



You can ask for help to read this information.



A family member, friend
or support person may
be able to help you.

You can tell us what you think



About:

- **Outcomes-Won**
- Our staff
- Our services.

You can say things are going well.



This is good Feedback, for example you get the support you need, and the staff listen to you.

You can say things are not going well.



This is a **Complaint**, when you are not happy, and we need to know about this.



You have the right to complain about our service.



It is **OK** to complain and provide feedback.



We take your feedback and complaints seriously.

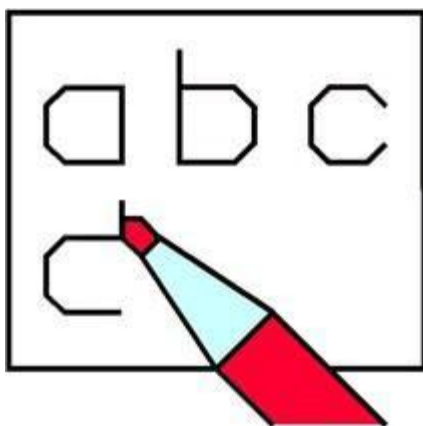


When things go wrong, we can learn from our mistakes and make our service better.

You can make a complaint in different ways



You can tell someone you have a complaint



You can **write** a complaint or use a complaint form.



You can **draw** a picture of what went wrong



People who support you can help you to complain.

This means that your family, friends or other people can complain for you.



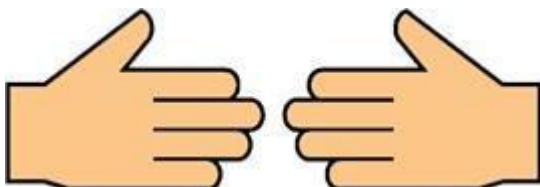
We will keep your complaint private.

Only people who try to fix the problem will be told about your complaint.



You will not be in trouble for complaining.

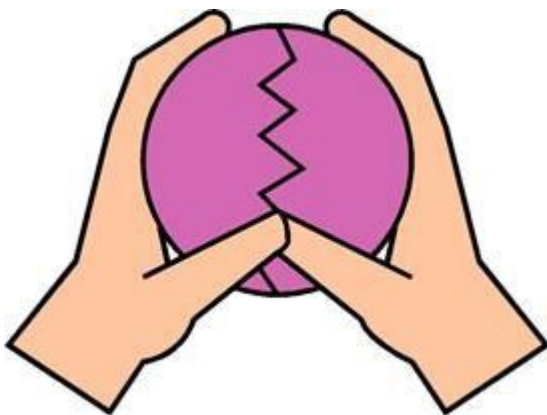
We will not make you feel bad for saying something is wrong with the service you use.



We will be honest and fair.



We will try to fix the problem quickly.



We will tell you what we did to fix your complaint.



We will work hard to make our service better.

You can also complain directly to the **NDIS Commission**.

Their phone number:

1800 03 55 44

Their Website:

[NDIS Commission website](#)

How your complaint will be managed



Outcomes-Won has a person whose job it is to work with you when you have a complaint or feedback. They are the Managing Director.

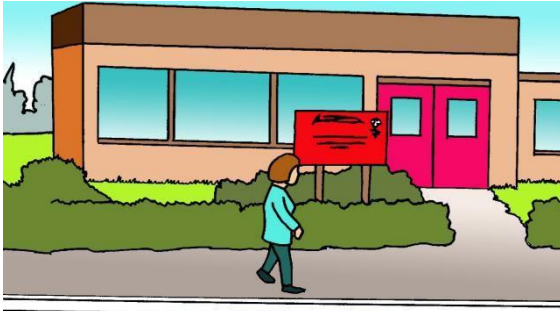


You can choose to remain anonymous.



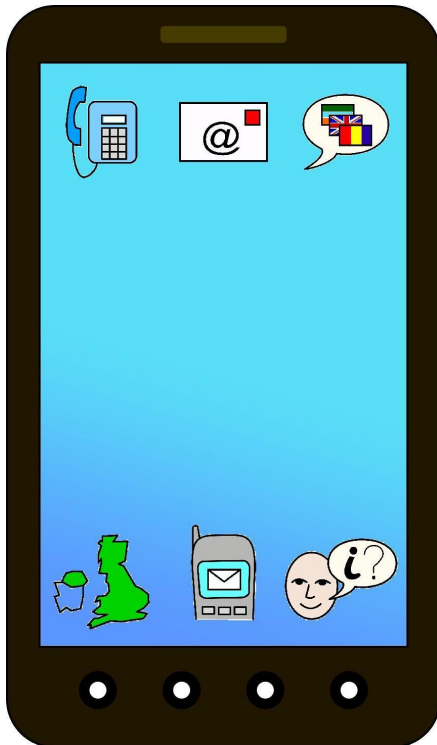
You can also choose the people you do not wish to receive your complaint.

Outcomes-Won Contact Details



You can post communications to:

**Po Box 79, Ararat
3377**



You can call us on:

0491-760-663

You can visit our website:

www.outcomes-won.com.au