

NSW Ageing and Disability Commission

Complaints policy

Easy Read version



How to use this policy



The New South Wales (NSW) Ageing and Disability Commission wrote this policy.
When you see the word 'we' or 'us', it means the NSW Ageing and Disability Commission.



We have written this policy in an easy to read way.

We use pictures to explain some ideas.



We have written some words in **bold**.
We explain what these words mean.
There is a list of these words on page 14.



This Easy Read policy is a summary of another policy.



You can find the other policy on our website at www.adc.nsw.gov.au.

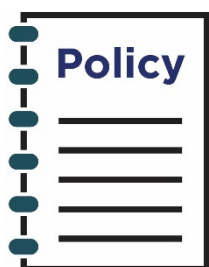


You can ask for help to read this policy.
A friend, family member or support person may be able to help you.

What's in this policy?

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What is this policy about?



A **policy** is a plan for how we should do things.



This policy is about making a **complaint**.

A complaint is when you tell someone:



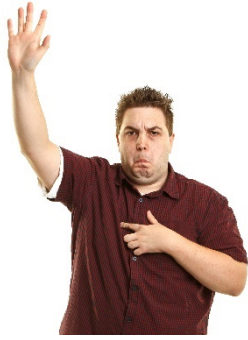
- something has gone wrong



- something has made you unhappy.



We always try to do our best for you.



If you do not like something we do, you can make a complaint about the Ageing and Disability Commission.



It is ok to make a complaint.

We will:



- listen to you



- take your complaint seriously



- try to fix the problem as quickly as we can



- make sure you have your say



- not take sides.



When you speak up, you help us make our service better for everyone.

When can I make a complaint?

You can make a complaint when:



- you have been treated badly by a staff member from the Ageing and Disability Commission



- one of our services isn't working well



- something we did or said has made you unhappy.

How to make a complaint

There are 3 ways you can make a complaint.



1. By phone.



You can call the person at the Ageing and Disability Commission you have spoken to before.

If you do not want to talk to that person, you can call us on **1800 628 221** and ask to speak to someone else.



2. Write a letter.



Send your letter to:

Ageing and Disability Commission
PO Box 40
Parramatta
NSW 2124

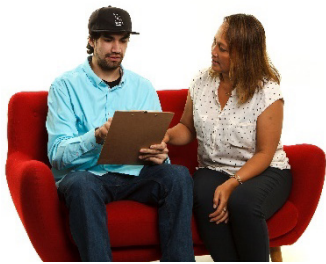


3. Email us.



You can send an email to
nswadc@adc.nsw.gov.au

Support to make a complaint



We can help you write down your complaint.



Please tell us if there is another way we can support you.



You can ask someone else to support you or make a complaint for you.

You might ask:



- your carer



- a support worker



- a friend



- your family



- an **advocate**.



An advocate is someone who:

- supports you
- speaks up for you if you can't speak up for yourself.



You can also ask us to find someone to support you.



If you need support to communicate, you can call:



National Relay Service

1800 555 660



Text telephone

133 667



Translating and Interpreter Service (TIS)

131 450

What if you are still unhappy?



If you are still unhappy after we have looked into your complaint, you can make another complaint to the NSW Ombudsman.

You can do this by:



- Calling the NSW Ombudsman for free on:

1800 451 524



- Writing a letter and sending it to:

NSW Ombudsman
Level 24
580 George Street
NSW 2000



- Filling out a complaint form online.

www.ombo.nsw.gov.au/complaints/complaints-form

Contact us



1800 628 221



nswadc@adc.nsw.gov.au



PO Box 40

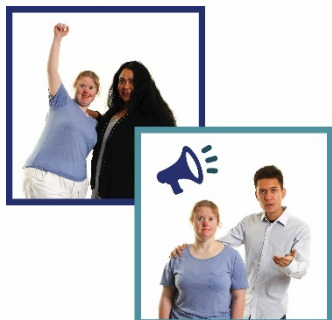
Parramatta

NSW 2124



www.adc.nsw.gov.au

Word list



Advocate

An advocate is someone who:

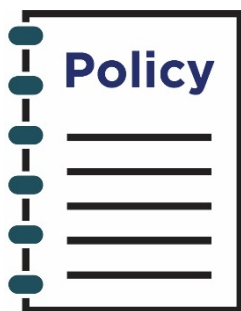
- supports you
- speaks up for you if you can't speak up for yourself.



Complaint

A complaint is when you tell someone:

- something has gone wrong
- something has made you unhappy.



Policy

A policy is a plan for how we should do things.

Do you need help now?



You should call the police if you need help straight away because:

- you are in danger
- someone else is in danger



Call Triple Zero and ask for the police.
000



You can also call Lifeline.
13 11 14



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