

All Walks of Life

Compliments – Complaints – Feedback

Easy English Book 2023

How to use this book



This document is by All Walks of Life in Easy English.

There are pictures to help you understand some ideas.

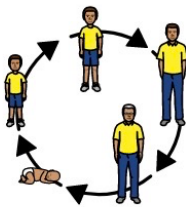
Some words are **blue** so we tell you what they mean.

This book explains what we do if you tell us something about our support and how we fix any problems.

Understanding compliments



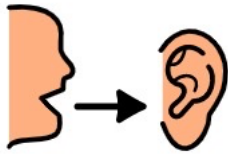
You get support from All Walks of Life.



We help you to live your life in a way you like



It is important you are happy with our help



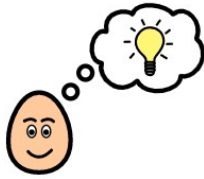
If you are happy, you can tell us what you are happy about

This is called a **compliment**



A **compliment** is when you say nice things about someone or how they helped you

You can let us know about a compliment if you are:

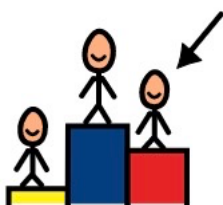


Happy with how the worker is helping you



You can do new things with the help the worker

gave you



Doing tasks are easier after the help the worker

gave you

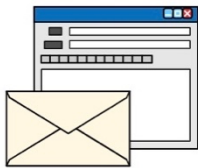


You got information you needed from a worker that helped you



Your worker helps you to feel safe and listened to

You and your support people can make a compliment to All Walks of Life



Email: info@allwalksoflife.com.au



Call: 0421 697 156

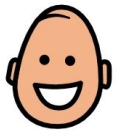


Website: <https://www.allwalksoflife.com.au/>



Mail: Director (compliments) All Walks of Life
PO Box 470 EMERALD VIC 3782

Understanding complaints



Your support should always make you feel safe and happy



If you do not like your support please tell us

This is called a **complaint**



A **complaint** is when you tell somebody you are unhappy with something that has happened to you



You have **rights** and can make a complaint

Rights are things that you and everybody have

Rights help to make sure you are treated properly



We want you to tell us if you do not feel okay with what we do

You should make a complaint if:



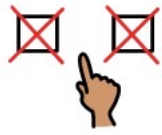
We make any mistakes



Workers make you feel unsafe or sad



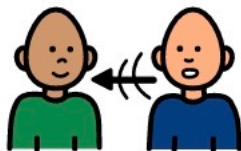
Workers hurt you or somebody else



You were not given a choice about the help we give you



You did not get the information you needed from us

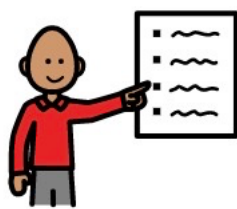


We want you to tell us if you are unhappy with our help



We will try hard to fix any problem

How we respond to a complaint



We must follow special rules if you have made a complaint



We will do everything the law tells us to do to make sure the problem gets fixed properly.

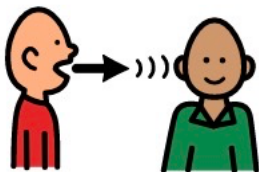
We will support you if you make a complaint.



You can expect:



We will listen and try hard to fix the problem quickly.



We will talk to you and people you trust about how we will fix the problem.



We will treat you with respect and be fair.



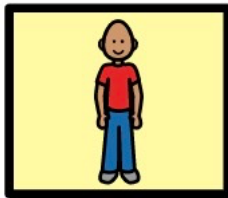
You are safe with us and will not be treated differently.



Nobody is allowed to hurt you.



You do not have to say who you are; this is called staying **anonymous**.



We will keep your complaint private.

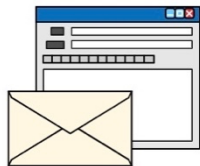


We will only tell people who need to know.
to help us fix the problem.



We will learn to make changes to stop it
happening again.

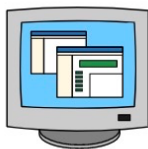
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Website: <https://www.allwalksoflife.com.au/>



Mail: Director (complaints) All Walks of Life PO
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If you have a question, talk to your support people.

You or your supporters can also talk to a public guardian or advocate. They stand up for the rights of people with disability. The number in Victoria is 1300 309 337

You and your supporters can also talk to the NDIS Quality and Safeguards Commission.

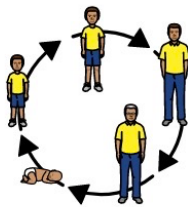
Call 1800 035 544

Website www.ndiscommission.gov.au

Understanding Feedback

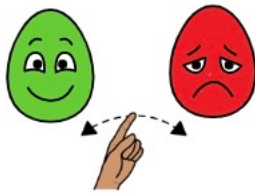


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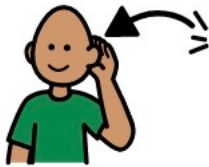


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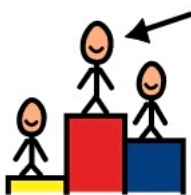
You can give us **feedback** about the services we give to you



Feedback is when you want us to know if the support we give helps you or does not help you



We always want to hear about how we are doing



We want to make sure we give you the best support you can have



Feedback helps us understand better.

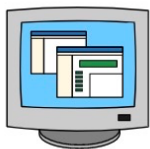
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