Giving Feedback or Making a Complaint at a Place Like Home

Easy Read – Feedback and Complaints Policy

"I have the right to have my voice heard and have any issues dealt with fairly without prejudice."- Client voice.

About this Document 📝

- This document explains how you can give feedback or make a complaint.
- It is a short, Easy Read version of our Feedback and Complaints Policy.
- You can ask a support person, family member or advocate to read it with you.

Your rights ⚖️

- You have the right to safe and good-quality supports.
- You have a right to speak up if something is not working.
- You have a right to make a complaint without getting in trouble or losing supports.
- You have the right to be involved in decisions that affect you.
- You have the right to feel safe, respected and listened to.
- You have the right to tell us what is working and what is not working.
- You have the right to have your information kept private and safe.
- You have the right to have a support person or advocate with you.
- You have the right to ask for an interpreter or Auslan if English is not your first language.
- You have the right to contact the NDIS Quality and Safeguard Commission at any time.

Giving feedback or making a complaint 💬

Feedback is when you tell us what is working well or what could be better.

A complaint is when you tell us you are unhappy or worried about something.

You can make a complaint about our supports, services, workers, decisions, communication, systems or how we do things.

- You can complain yourself.
- Someone else can complain for you, like a family member, carer, advocate or nominee.
- You can make an anonymous complaint. This means you do not have to tell us your name.

Complaints about your home 🏠

If you live in a Place Like Home SIL home, you can complain or give feedback about your home.

You can tell us if:

- You do not feel safe at home.
- Someone bullies you, scares you, hurts you or threatens you.
- You are worried about a housemate or visitor.
- You are unhappy about shared spaces, your room, your privacy, your things, keys, visitors, food, bills or house routines.
- You are unhappy about your workers or supports.
- You are worried about your tenancy or where you live.
- You feel pressured or worried that you will lose your home or supports if you speak up.

We will listen.

We will not punish you for making a complaint.

We will not stop your supports or make you leave your home because you make a complaint.

A complaint about your supports is separate from your tenancy.

If your worry is about your tenancy, we can help you get an advocate or tenancy advice.

How to make a complaint 📮

You can make a complaint in the way that works best for you.

- Talk to us face to face.
- Phone us.
- Email us.
- Fill in the Feedback and Complaints Form or Jotform.
- Write to us by post.
- Ask a worker, Team Leader or Co-Founder to help you.

You do not have to make your complaint in writing for it to be taken seriously.

You can choose who helps you make a complaint.

This person can help you:

- Understand information.
- Tell us what you want.
- Ask questions.
- Speak up..

They should not decide for you unless they are allowed to by law.

How we will respond 🛠️

We will try to fix simple problems quickly and close to where the problem happened.

If the complaint needs more work, we will follow a fair process.

- We will record the complaint.

- We will let you know we got your complaint within 2 working days if we can contact you.
- We will explain what happens next.
- We will keep you updated.
- If the same problem keeps happening, we will look at what needs to change.
- We will look into the complaint fairly and respectfully.
- We will tell you the outcome and any action we will take.
- We will try to finish complaints as soon as possible, and where we can, within 28 days.

Support and advocacy 🤝

- You can have an advocate, family member, friend or support person help you.
- We will give you information about advocacy and help you contact an advocate if you want.
- We will help you understand letters or updates about your complaint if you need support.

Privacy and fairness 🔐

- We will keep complaint information private and only share it when needed or when the law says we must.
- We will treat people fairly.
- The person looking into the complaint should not be the person the complaint is about.
- If there is a conflict of interest, another suitable person will manage the complaint.

If the complaint is serious 🚨

Some complaints may also be about serious safety issues.

- Violence.

- Abuse.
- Neglect.
- Exploitation.
- Discrimination.
- Serious harm or possible criminal conduct.

If this happens, we will act straight away to help keep people safe.

- We may also need to follow our Incident Management and safeguarding procedures.
- We may need to tell the Police, the NDIS Commission or another authority if the law says we must.

If you are not happy with our response 😟

You can talk to us again if you are still unhappy.

- You can ask for an internal review if this is available.
- You can contact the NDIS Quality and Safeguards Commission yourself.
- You can ask us to help you contact the NDIS Commission.

NDIS Quality and Safeguards Commission phone: 1800 035 544.

What we ask from you and your family 🤝

We ask you (and your family/guardian) to:

- Tell us if something goes wrong.
- Tell us if you feel unsafe, upset or worried.
- Share important information that helps us keep you safe,
- Tell us about changes to your situation.
- Please bring letters and reports from professionals to your staff so we can update how we support you.

If you are worried or unhappy 😟

- You can tell:
    - A support worker.
    - A House Manager / Team Leader.
    - The Operations Director.
    - Tim or Lochie
- You can make a complaint. You can get help from an advocate.
- Complaints can help us fix problems and make our service better.
- You can also complain to the NDIS Quality and Safeguards Commission if you want.

Need help to understand this document? 💬

- You can ask us to:
    - Read this page with you.
    - Use pictures, Easy Read, or your communication system.
    - Involve your family, guardian or advocate.
- You can ask us to help you make a complaint in the way that works best for you

We want you to feel safe, heard and in control of your supports,

Version Control

Version: 1.1 (July 2026)

Change: Updated to include SIL-specific feedback and complaints

Owner: Operations Director

Approved by: Co-Founders

Next review: May 2027

Applies to: All Place Like Home services and programs

Version History:

Version	Changes
1.0	New Document
1.1	• Added Easy Read wording about complaints in SIL homes, including home safety, housemates, visitors, privacy, tenancy, supports, no punishment and access to advocacy.