

How to give feedback



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.



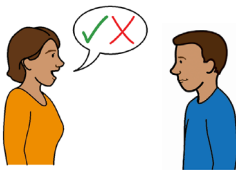
We will write contact information at the end of this book.



About this book

This book is from Enhanced Lifestyles.

This book is about how to give **feedback**.

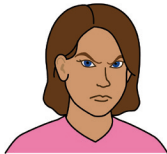


Feedback means you tell someone what you think.



You can tell us good feedback.

For example, you like our staff.



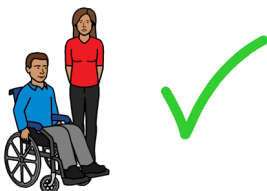
You can also make a **complaint**.

A complaint is when

- you are **not** happy

and

- you tell someone about it.



When you tell us what you think we can fix problems and give better services.

Who can give feedback?

Different people can give us feedback.

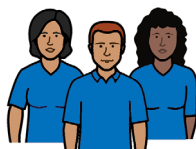
For example



- people who use our services



- family and friends



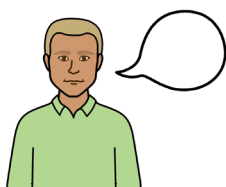
- staff



- people in the community



- carers and **guardians**
 - a guardian makes legal choices for you



- **advocates**
 - an advocate helps you say what you need.

What we will do

We will



- make it easy to give us feedback

- listen to your feedback



- treat you with respect



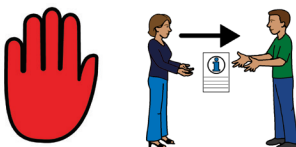
- contact you quickly to talk about your feedback



- get you the help you need



- write a report about the feedback



- **not** share your personal information.



Nothing bad will happen if you tell us what you think. Things will get better.

How to give feedback or make a complaint



You can give feedback or make a complaint

- by phone



- by email.



You can get a feedback form from our office.



You can fill in the feedback form and

- give it to us at our office



- send it to us in the mail



- send it to us on our website.



If you are still **not** happy you can complain to the NDIS Commission.

Call 1800 035 544.

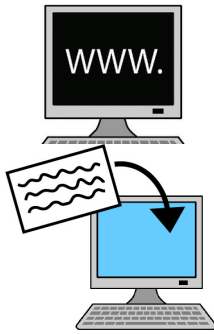


More information

For more information contact
Enhanced Lifestyles.



Call 08 8340 2000



Website el.org.au

Email hello@el.org.au



Our address

215 Port Road
Hindmarsh SA 5007



If you need help to speak or listen

Use the National Relay Service.




Website
accesshub.gov.au



Call 1800 555 660

Give the relay officer the phone number you
want to call.



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