



Feedback and Complaints

Easy English Version



We are the Australian Foundation for Disability.

We are called Afford.



Afford work with people with disability to achieve their goals.

We can help you



- find a job



- learn a new skill



- try a new activity



- do more things for yourself.



Afford can help you choose

- your goals
- who you want to support you
- what skills you want to learn.



Like you want to be a supervisor.

Or



You want to order a drink at a café on your own.

Or



You want to cook a meal by yourself.



Afford want to be

- a service you trust
- a good place to visit and work.



We want you to tell us what you think



- About Afford



- About our staff



- About our services.



We want you to tell us what you like and what you do not like. This is called feedback.



You can say

- what you are happy with
- what you like about our service
- what you like about our staff

This is a compliment.



You can say

- what you are sad with
- what you do not like about our service
- when things do not go well with our staff or service

This is a complaint.



Afford want you to be happy.

Afford want to talk with you.

Afford want to listen to your feedback.



You have the right to complain about

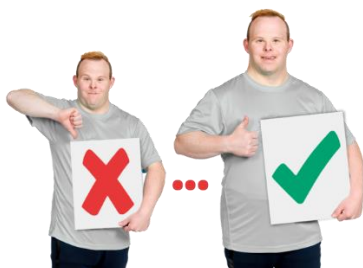
Afford.



It is OK to complain and provide feedback.

Afford want to listen.

Nothing bad will happen to you because
you complained.



We listen to what you say.

We fix the things that go wrong.

We learn to do things in a better way.



You want to complain to Afford.

Call Afford on 1800 233 673.

Or



Write to Afford.

[3-7 Marianne Place Minchinbury, NSW](#)

[2770](#)

Or



Use a [Complaint Form](#).

(<https://www.afford.com.au/feedback/>)

Ask us and we can give you a form.

Or



Draw a picture of what went wrong.



Give the form to anyone at Afford

Give the picture to anyone at Afford



You do not have to tell us your name
when making a complaint.



People who support you can help you
complain.



An advocate can help you complain.



If you speak another language
you can phone a translating service
on 131 450.



If you are deaf, hard of hearing or need
communication help
You can use the National Relay Service.

www.relayservice.gov.au



You can ask to change something.



We will ask you what you want to happen.

Sometimes we need to make a change.



We think about your feedback



We will keep your complaint private.

We will only tell people who are trying to help.

We will protect your information.



We will choose what to do. We will try to decide what to do quickly.



We will tell you what we did.



You are still not happy.

You can speak with some-one else.



**NDIS Quality
and Safeguards
Commission**



You can speak with the NDIS Commission.

You can call them on [1800 035 544](tel:1800035544).



**NDIS Quality
and Safeguards
Commission**



You can contact them on their website

[NDIS Commission Website](https://www.ndiscommission.gov.au/)

<https://www.ndiscommission.gov.au/>

Or



National Customer Service Line

For DES participants

1800 805 260

Or



Job Access Complaints Resolution and Referral
Service (CRRS)

For DES participants

1800 880 052