

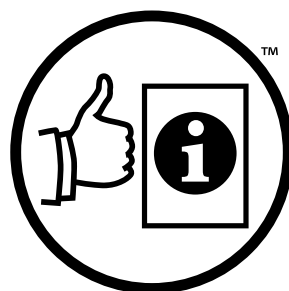


*Speak-up*  
ADVOCACY GUIDE  
SOLVING EVERYDAY  
ISSUES AND BEING YOUR  
OWN BEST ADVOCATE



## How to talk to your service provider if you have a problem

**ADA Australia**



**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.



## About this book

This book is written by Aged and Disability Advocacy Australia or ADA Australia.



ADA Australia gives support to

- people with disability

and



- older people.



This book is about how to get help if you have a problem with your **service provider**.



A service provider can be your

- disability support

or

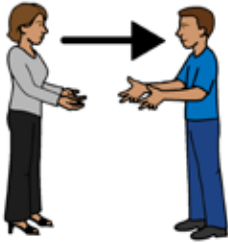


- care service.

## About your service provider



Everyone should be able to get good services for what they need to live every day.



The services should

- give you what you need



- give you the right information



- make you feel safe



- have staff that know how to do a good job.



You can get help if there are problems with your service provider.



You can change your service provider if you want to.

It is OK to make a **complaint** to your service provider.



They want to help you.



A complaint is when

- you are **not** happy with something about your services

and



- you tell someone the reason why.



When you talk about your complaint it can help make the service provider better.

# How to tell your service provider about a problem

## What is the problem?

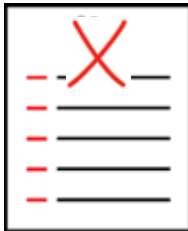
If there is a problem with your service it is important to



- talk to your service provider about the problem



- ask for what you need.



It can help to

- write a list of what went wrong



- tell your family or a friend about the problem.



If you have someone who helps you to make decisions ask them for help.

## What would you like to happen?



Write all of the details about the problem you have.

For example, your support workers change a lot and you have had 4 different workers this week.



What do you want to happen to fix the problem?



If there are many parts to the problem work out what is most important to you.



Some problems might get fixed quickly.



Some problems might take longer to fix.

## Your rights and what you must do



You will have a **service agreement** with your service provider.



A Service Agreement is a legal document that tells you about

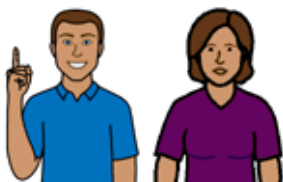
- your supports and services



- what your service provider will do for you



- what you need to do for your service provider.



You might need someone you trust to help you understand the service agreement.



## How you make a complaint



You can tell your service provider if you have a complaint.



Your service provider might have

- a complaints team

or



- a manager that listens to your complaint.



You can find information about who to talk to

- on your service providers website

or



- ask your support worker.

You are now ready to talk to your service provider about your complaint.

## Make a phone call



When you call the service to make a complaint ask for the Manager or the person who listens to complaints.



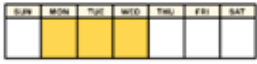
You should tell them

- your name
- that you get services from them
- that you want to talk about a problem you have with your service.



If you need help with English you can ask for an interpreter.

Your service provider must give you an interpreter if you ask for one.



If you do **not** hear back about how they will help fix the problem in 3 to 4 days you should call again.



Be nice to the person you talk to. They are there to help you.



Have someone you trust with you when you make the call.



They can help you to take notes and understand things.



Make sure you tell the person at the service what you want them to do to fix the problem.

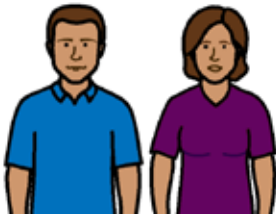


If you are **not** happy with how the problem is fixed you can ask to meet with someone from the service.

## Have a meeting



It can help to meet someone from the service provider face to face.



You can take someone you trust to the meeting to help you.

For example, family or a friend.



Make sure you write notes in the meeting.



You might need to use the information later.

## Check on what happens



You must tell someone if the service provider does **not** do what they have told you they will do to help you.



Call the service again and tell them you are **not** happy with what they have done to help.



Ask them to give you an update on how they are fixing your problem.



Ask to talk to someone else if the first person you talked to has **not** helped you.

## What to do if your problem is not fixed



There are services to help you if your service provider

- does **not** try to help you

or

- does **not** fix your problem.



### NDIS Quality and Safeguards Commission

For help with disability support services.



Call 1800 035 544



Website [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### Aged Care Quality and Safety Commission

For help with aged care services.



Call 1800 951 822



Website [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

## Important information



If it is an emergency and you are in danger or are hurt call **000** now.

It is important to talk to someone you trust if you experience



- **violence**
  - violence means someone hurts you



- **abuse**
  - is when someone hurts you with words or physical violence



- **neglect**
  - is when you do **not** get the care you need.

You can tell



- family or a friend

- a support person



- the police.

## Other services

### 1800RESPECT

A free service for people who have had violence or abuse happen to them.



Call 1800 737 732



Website [www.1800respect.org.au](http://www.1800respect.org.au)

### Elder Abuse Helpline

A free service for older people who have had violence or abuse happen to them.



Call 1300 651 192



## More information



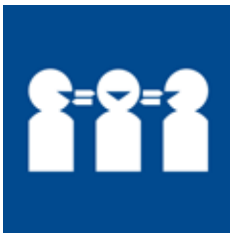
For more information or if you need more help contact ADA Australia.



Call 1800 818 338



Website [www.adaaustralia.com.au/speak-up](http://www.adaaustralia.com.au/speak-up)



### Help in languages other than English

Translating and Interpreting Service

Call 131 450



### If you need help to speak or listen

Use the National Relay Service or NRS.

Call 1800 555 677

Website

[communications.gov.au/accesshub/nrs](http://communications.gov.au/accesshub/nrs)



**Notes**

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This guide is funded by the Australian Government Department of Social Services. Go to [www.dss.gov.au](http://www.dss.gov.au) for more information.

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To contact Scope call 1300 472 673 or visit [www.scopeaust.org.au](http://www.scopeaust.org.au)

To see the original contact ADA Australia.

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