



## Feedback and complaints

**FamilyCare**



**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.



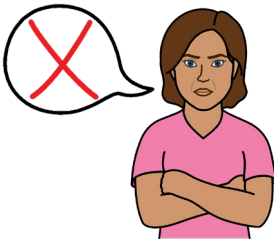
## About this book

This book is from FamilyCare.



This book is about **feedback**.

Feedback is when you tell us what you think of our work.



This book is also about **complaints**.

A complaint is when you tell us if you are **not** happy with us.



We use what you tell us to make our work better.

## When you tell us what you think



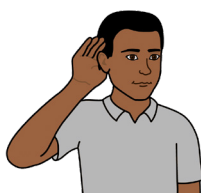
When you make a complaint we will contact you as soon as we can.



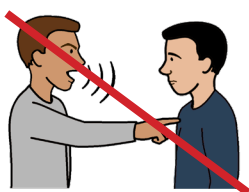
We will show you **respect**.

Respect means we will

- use good manners



- listen to you



- **not** hurt you.



We will ask you what part of FamilyCare you talk to.



For example, you might talk to

- staff who help carers



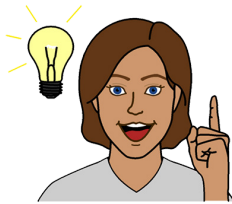
- staff who help people with disability.



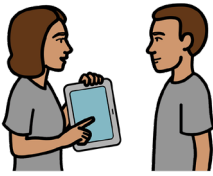
We will also ask if you talk to staff from our other offices.

Our offices are in

- Shepparton
- Cobram
- Seymour
- Wallan.



We will tell you when we make a decision about your complaint.

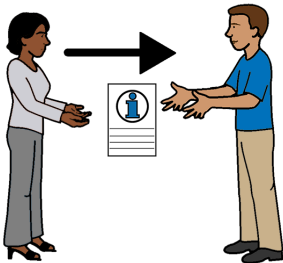


We might have to talk to some of our staff about your complaint.



You will **not** be in trouble if you make a complaint.

## How we can help



We will make sure our information about complaints is **accessible**.



Accessible means

- everyone can understand the information



- you can get the information in different ways.



You can also

- go to our website



- talk to our staff.



We will make sure you know how you can tell us what you think.



We will tell you about other organisations that can help you.

For example, you can get an **advocate**.



An advocate can help you tell us what you want.



An advocate can be

- a family member



- a friend

- someone else you trust.

## More places to get help



If you are still **not** happy when we tell you what we have done you can ask other organisations for help.

You can contact the Rights, Information and Advocacy Service or RIAC.



Call            5222 5499

You can also contact the Department of Families, Fairness and Housing.



Call            1300 884 706



You can also contact the  
Disability Service Commissioner



Call            1800 677 342

You can also contact the  
Health complaints Commissioner



Call            1300 582 113

You can also contact the  
Victorian Ombudsman



Call            1800 806 31

You can also contact the  
Victims of Crime Commissioner



Call            1800 010 017



## More information



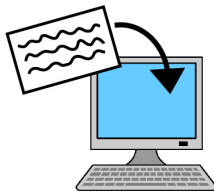
For more information contact  
FamilyCare.



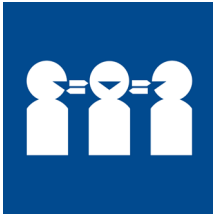
Call            5823 7000



Website    [familycare.net.au](http://familycare.net.au)



Email        [info@familycare.net.au](mailto:info@familycare.net.au)



### **If you do not speak English**

Use the free Translating and Interpreting Service or TIS.



Call            131 450

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



### **If you need help to speak or listen**

The National Relay Service can help you make a phone call.



Call            1800 555 660



Website    [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)

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

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