



## It is ok to have a complaint

When you see the word **we** or **us**  
in this book



- it means Activ.



**Easy English**

May 2021.

## In this book

We tell you

- how you can make a **complaint**
- what we do to fix your complaint.

A **complaint** is when

- you are not happy about some thing



**and**

- you tell some one about it.



We will keep your complaint **private**.

**Private** means we only tell people

who can fix the problem.



It is always ok to tell us your complaint.



You will **not** get in trouble.

Other people may help you make a complaint.

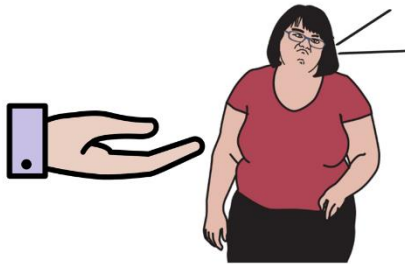
Like



- your family



- your support worker



- your **advocate**.

An **advocate** is some one who helps you speak up.

They may make a complaint for themselves too.



Other people may make a complaint about us too.

Like people who live in the community.

## We have a complaint process

This tells us what we need to do.

The process has 3 steps.



### Step 1. You make the complaint

You tell some one

- about the problem

**and**

- what you want us to do to fix it.

Tell some one you trust.

Like

- your family



- a Team Leader at Activ



- another person who works at Activ.



We have a **Complaints Officer**.



The Complaints Officer looks after all the complaints.

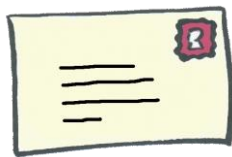
You can contact the Complaints Officer too.



Call 08 9387 0555.



Email [feedback@activ.asn.au](mailto:feedback@activ.asn.au)



Send a letter to

- PO Box 446

Wembley WA 6913

**or**

- 327 Cambridge Street

Wembley WA 6014.

## Step 2. We try to fix the problem



We will tell you that we know about your complaint.

We say we **acknowledge** your complaint.

We will always try to fix the problem

- as fast as we can
- in a fair way
- in a way to suit your needs.



| SUN | MON | TUE | WED | THU | FRI | SAT |
|-----|-----|-----|-----|-----|-----|-----|
| 1   | 2   | 3   | 4   | 5   | 6   | 7   |
| 8   | 9   | 10  | 11  | 12  | 13  | 14  |
| 15  | 16  | 17  | 18  | 19  | 20  | 21  |
| 22  | 23  | 24  | 25  | 26  | 27  | 28  |
| 29  | 30  | 31  |     |     |     |     |

Some times complaints take a long time to fix.



We will tell you how we are going.

We say we will **update** you.

You can ask us for an update too.

### Step 3. We fix the problem

Your complaint is important to us.



We want our services to be great.

We always work to make our services better.



We can fix most problems.

We say we **resolve** the complaint.



We send a letter to tell you we resolved the complaint.



Some times you still may not be happy.

Like you feel



- we took too long to fix the problem

or



- we did not fix the problem properly.

There are some services that can help.

You can call the service that gives you your funding.

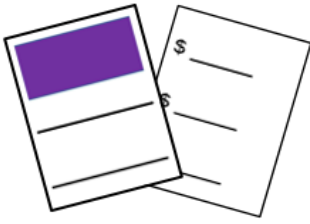


We show the contact numbers on the next page.

You can ask your support people to help.



You may get your funding from



- NDIS

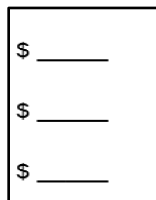
or

- Continuity of Support Program.

You can call the **NDIS Quality and Safeguards Commission.**



Call 1800 035 544.



You may get your funding from

- Disability Services.

You can call the **Health and Disability Service Complaint Office.**

We say HaDSCO.



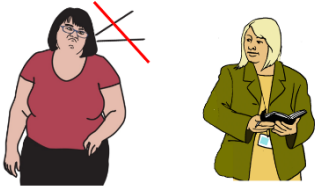
Call 08 6551 7600.

## Other services can help too.

Some times we can **not** resolve the complaint.



Some times you may **not** want to tell **us** your complaint.



You may want some one else to help you.

You can tell your complaint to other services.

We say other **agencies**.



We give you the contact details on the next 3 pages of this book.



Your support person can help you contact them.

## **People with Disabilities WA.**

We say PwDWA.



23/2 Delhi Street

West Perth WA 6005.



Phone 08 9420 7279.



Email [info@pwda.org](mailto:info@pwda.org)

## **Midland Information Debt and Legal Advocacy Service.**

We say MIDLAS.



12 Old Great Northern Highway

Midland WA 6056.



Phone 08 9250 2123.



Email [admin@midlas.org.au](mailto:admin@midlas.org.au)

## **Developmental Disability WA.**

We say DDWA.



2 Delhi Street

West Perth WA 6005.



Phone 08 9420 7203.



Email [ddwa@ddwa.org.au](mailto:ddwa@ddwa.org.au).

## **Ethnic Disability Advocacy Centre.**



320 Rokeby Road

Subiaco WA 6008.



Phone 08 9388 7455.



Email [admin@edac.org.au](mailto:admin@edac.org.au)

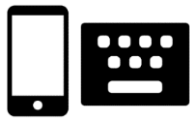
**Sussex Street Community Law  
Service Inc.**



29 Sussex Street  
East Victoria Park WA 6101.



Phone 08 6253 9500.



TeleTypeWriter 08 9470 2831.



Email [Legal@sscls.asn.au](mailto:Legal@sscls.asn.au)

## About this book

# VisAbility

The Accessible Information Service at

VisAbility wrote the Easy English.

May 2021.

We use pictures from



- Mulberry images from Straightstreet
- The Noun Project
- Easy on the i
- Inspired Services



- Activ

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