

Complaints and Feedback Guide



Yumba Bimbi
Support Services
Easy Read

Registered NDIS Provider

building
inclusive
communities



Hard words

This book has some hard words.



The first time we write a hard word

- the word is in **red**

- 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 about how you can tell us what you think of



- Yumba Bimbi



- our services and supports



- our staff.



You can say you are happy.

This is good **feedback**.

For example

- staff are friendly
- you get good help.



You can tell us about a **complaint**.



A complaint is when you

- are **not** happy

and



- tell someone the reason.



When you tell us what you think it makes us better at what we do.

We will **not** treat you differently if you tell us

- what you think

or



- how you feel.



You will **not** lose your service.



When you give us feedback you can,

- get the help and support you need
- change things that do **not** make you happy



- help other people who are **not** happy



- help us thank staff who do a good job



- help us make our services better.



You can tell us

- if you are happy or **not** happy about your supports and service

- if someone has hurt you



- if you do **not** feel safe

- if someone does a good job.

We can get feedback and complaints from different people.



For example

- people who use our services

- family and friends



- people in the community

- staff



- carers and **guardians**

A guardian makes legal choices for you.

- **advocates**

An advocate is someone who can help you

- make decisions
- say what you want
- understand information.





How to get help

You can get help to tell us what you think.

You can ask us to find someone to help you.



You can get support from an advocate.

To find an advocate to help you go to

- Disability Advocate Finder_

www.disabilityadvocatefinder.dss.gov.au

or

- Disability Advocacy Network Australia_

www.dana.org.au





How to give us feedback

You can choose how you want to tell us what you think.

You can:

- tell someone who works at Yumba Bimbi



- call us 07 4987 7933



- use the form on our website

<https://yumbabimbi.com.au/contact-us/complaints-form>



- send us a letter

General Manager
P O Box 1607
Emerald, QLD, 4720



- write on the feedback form. Post a note in our feedback box at head office.

We will contact you about your feedback or complaint.

If you are **not** happy with what we say you can talk to someone else.



You can call The NDIS Commission on 1800 035 544

Website www.ndiscommission.gov.au

If you are **not** happy with an NDIA action or decision,



You can call The NDIA or Commonwealth Ombudsman on 1800 800 110

Website www.ndis.gov.au or

www.ombudsman.gov.au

If you are **not** happy with a service provided by another agency or body,



You can visit your state or territory complaints body
Find the links on their website

Website www.ndiscommission.gov.au



More information

For more information contact Yumba Bimbi.



Call 07 4987 7933



Website <https://yumbabimbi.com.au>



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