

# Your Feedback Matters

## An Easy Read Guide for Bedford Clients

Your feedback is important to Bedford. This Easy Read Guide tells you how you can give feedback or make a complaint.



This guide has been written by Bedford. When it says 'we', it means 'Bedford'



You can ask for help to read this – a staff member, family, or friend might help you



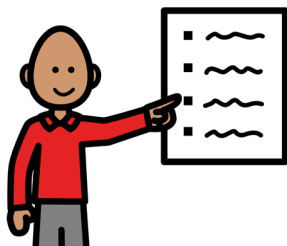
We have used pictures to help explain how we will support you



This guide is about Bedford's policy on client feedback and complaints

## The policy includes the most important facts

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A policy is:

- a plan for how to do things
  - where our rules come from
- 



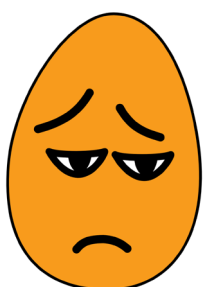
Bedford must follow the NDIS and laws and rules for people with disability

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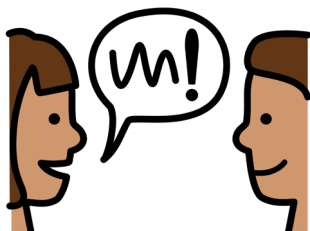
We want to hear from you

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if you feel unhappy

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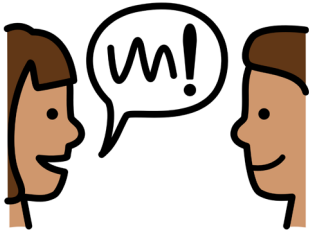


or want to tell us a better way to improve

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## What is feedback?

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Feedback is when you tell us about:

- a problem
  - something we have done well
  - how we could do something better
- 



Your feedback is important because it helps us change things to make them better, or lets us know when we're doing our job well

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## What is a complaint?

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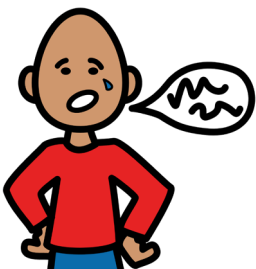
Feedback can be a complaint. Complaints are when you tell us something you did not like about our service

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We want to hear your complaints so we can try and fix things

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You have a right to complain if you are unhappy about something

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## What will Bedford do about my complaint?

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We will listen to you and take you seriously

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You will be treated in a kind and respectful way

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We will find the right person to help you with your complaint

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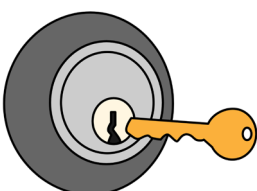
We will do our best to make sure you are given information you understand

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We will tell you what is going to happen

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We will keep your complaint private, and you don't have to give your name

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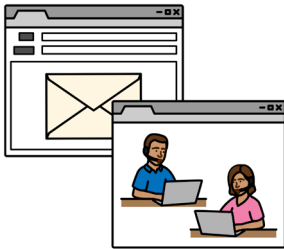
## How do you make a complaint?

You can talk to your support staff. You can also ask someone else at Bedford to help, if you prefer.

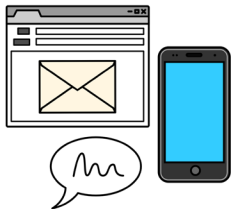


At Bedford you can make your complaint by:

- talking to support staff
- calling the Safeguarding team on **8275 0211**
- email – **feedback@bedfordgroup.com.au**
- filling out a paper form that support staff can give you
- filling out a form on the Bedford website

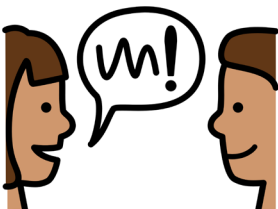


You may also choose to contact the Bedford Whistleblower Protection Officer. The Whistleblower Protection Officer is someone who tells others, like the government or the public, about things that are wrong or illegal in a business. They do this to try to make things better or to stop bad things from happening. You can contact the Bedford Whistleblower at **whistleblower@bedfordgroup.com.au** or **0457 912 463**.

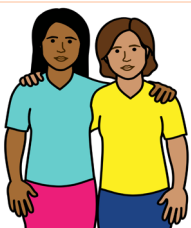


You can also contact organisations outside of Bedford to make your complaint. You'll find contact numbers and email addresses on the last page of this guide.

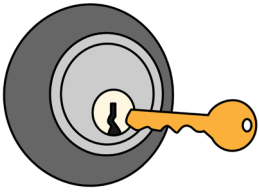
## What happens when you make a complaint?



You can tell us how we can help you



We will ask if you would like support from your family or a friend



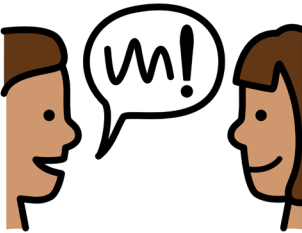
We will keep your complaint private, unless the law forces us to share details



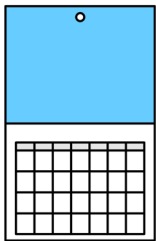
We will only share it with people who can help



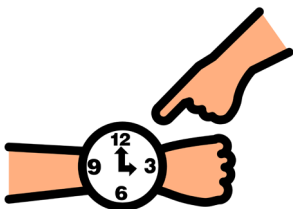
We will let you know in writing that we have your complaint



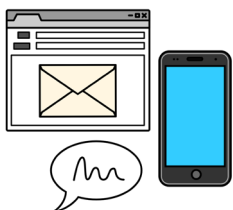
We will tell you how we are going to help you



We will try to fix your complaint within 21 days



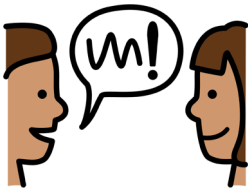
We will let you know if we need more time



We will keep in touch with you and let you know what is happening with your complaint

## When we have finished with your complaint...

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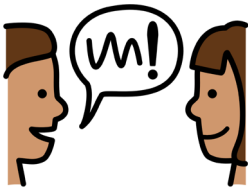
we will tell you what we did to fix it, and why

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we will ask you if you are happy with how we helped you

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we will tell you what else you can do if you are not happy with the outcome

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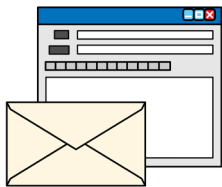
## How do you contact Bedford?

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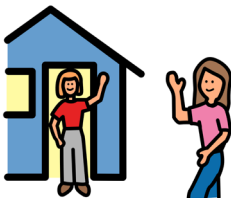
Call us – our phone number is **8275 0211**

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Email us – **[feedback@bedfordgroup.com.au](mailto:feedback@bedfordgroup.com.au)**

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Visit the Bedford Safeguarding Team at  
615 Goodwood Road, Panorama

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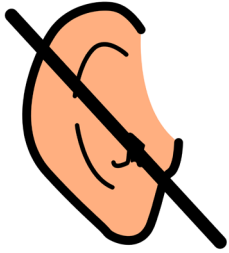


Website – **[www.bedfordgroup.com.au/feedback](http://www.bedfordgroup.com.au/feedback)**

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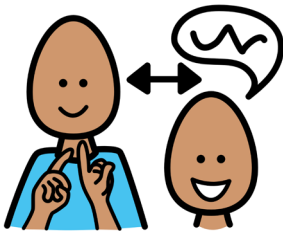
## How do you contact Bedford?

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If you are deaf, hard-of-hearing, or have a speech impairment, contact the national Relay Service [www.relayservice.gov.au](http://www.relayservice.gov.au)

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If you need an interpreter or translation into other languages, please call the Translating and Interpreting Services (TIS National) on **131 450** and ask them to call Bedford on **08 8275 0211**

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## How do you get help from outside Bedford?

You can also make your complaint to:

### **NATIONAL DISABILITY QUALITY & SAFEGUARDS COMMISSION for SA**

**1800 035 544**

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

[contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

### **SOUTH AUSTRALIA BEHAVIOUR SUPPORT**

[sabehavioursupport@ndiscommission.gov.au](mailto:sabehavioursupport@ndiscommission.gov.au)

### **NDIS BEHAVIOUR SUPPORT PRACTITIONERS**

[ndispractitioners@ndiscommission.gov.au](mailto:ndispractitioners@ndiscommission.gov.au)

### **DISABILITY ADVOCACY AND COMPLAINTS SERVICE OF SA**

**7122 6030**

[admin@dacssa.org.au](mailto:admin@dacssa.org.au)

**Level 7, 70 Pirie Street, Adelaide, SA 5000**

### **DISABILITY RIGHTS ADVOCACY SERVICE INC**

**8251 9500**

[dmcginlay@dras.com.au](mailto:dmcginlay@dras.com.au)

[infoservice@humanrights.gov.au](mailto:infoservice@humanrights.gov.au)