

# Easy Read

## How to File a Complaint

It is okay to complain if you are not happy about someone who works with you.



We will talk to you about the problem and what you think might fix it.



You can ask someone you trust to help you, like a friend a family member or an advocate.



### You can contact Bradannii

Email us: [bookings@bradannii.com.au](mailto:bookings@bradannii.com.au)

Phone us: 1800 314 410



### You can contact the NDIS Commission

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

Phone: 1800 035 544

Email: [enquires@ndis.gov.au](mailto:enquires@ndis.gov.au)

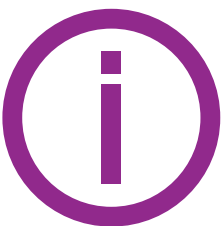


### National Disability Advocates

An advocate is someone who speaks up for you when you cannot speak up for yourself.

**Email:** [disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

**Call:** 1800 77 1800



# What Happens When There is an Incident?



## What is an incident?

An incident is when something goes wrong. It usually means that something bad happened to you or someone else.



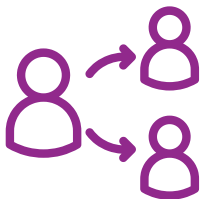
If you experience an incident or believe someone else may have experienced an incident, you should let us know.



You can report an incident at any time. We will help you to do this.



Family members, advocates or friends can also help you to report an incident.



You can report an incident by:

- letting a worker know about the situation
- sending an email
- making a phone call.

# What information will we need?



To resolve an incident we need to write down what happened and what we did to help. This is called keeping records.



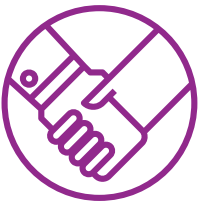
To keep good records we will need to ask you about the incident. We might ask questions like:

- What happened?
- At what time did it happen?
- Where did it happen?
- Who was involved?

## How will we respond?



Once we know about an incident we will respond immediately, if possible. If we cannot do this immediately, we will let you know when and how we will respond.



Less serious incidents will be resolved by us. We will work with you and any other people involved.



We might also tell your friends and family about the incident and ask them to help, with your permission.



Depending on the type of incident, we might need to escalate it by contacting:

- the NDIS Quality and Safeguards Commission
- the police
- an external investigator
- other supports, e.g. a doctor or counsellor



## **How will we help you?**

We will give you the help you need if you are affected by an incident.



If needed, we will discipline any people that did the wrong thing.



We will check that we resolved the incident properly. If needed, we will change how we do things to make sure the incident will not happen again.

# What Do You Know About Your Rights?



Australian laws respect the rights of people with disabilities and say that you:

- should be included in community life
- have the same rights as everyone else.

## What are your rights?

Your rights mean you should be:



- safe in your own home and when you are out
- treated with respect
- part of your cultural community.

Also, you should be able to:



- make complaints
- tell us when you want to go to another provider.

## You can tell us what you want and when you want it.



- You can tell us what type of worker you want.
- You can tell us how you want things done.

We will follow your instructions, unless we feel that you may get hurt, then we will talk to you, or your trusted person, about the risks involved.



# Easy Read Schedule of Supports and Service Agreement



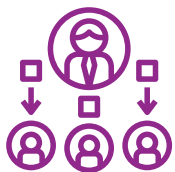
A service agreement is a document.



This is an agreement between you and Bradannii.



When you and Bradannii agree, we both sign the service agreement.



You choose Bradannii as your service provider.  
This means you want Bradannii to give you some  
or all of the services in your NDIS plan.



If your plan changes, please tell Bradannii.



If you need to cancel or change the service you  
need to tell us 2 days before hand. If you don't we  
will still ask you to pay.



Tell Bradannii if you are not happy with our services.



Tell Bradannii 4 weeks ahead of time if you want to stop services from Bradannii all together.

## The Service Schedule of Supports and Service Agreement says:



- What services you will receive
- How much the services cost
- Who pays for the services
- When the agreement starts and ends

**If you have any questions, please contact Bradannii:**



**Call us:** 1800 314 410



**Send us an email:** [info@bradannii.com.au](mailto:info@bradannii.com.au)



In person to any Bradannii employee