



Easy Read Feedback & Complaints Policy

October 2025



What is a Policy?



A policy is

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



An Easy Read guide is a summary of another policy.

You can find the other policy on our website
www.stjudes.com.au



Some words are written in **green**.

We will explain what these words mean.

When you see the word

- we
- our
- us

in this guide it means **St Jude's**

You can get help with this policy



You can get someone to help you

- read this policy
- know what this policy is about
- find out more information

Feedback and complaints



Feedback is when you tell someone

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



You can tell us when you are happy.

This is called good feedback and is also called a **compliment**.



A compliment is when

- staff are friendly
- you get good help
- someone does a good job



You can tell us when you are not happy

This is called a **complaint**



A complaint is when

- you are not happy about something
and
- you tell someone about it

You can tell us if you are happy or not happy with



- our supports or services

You can also tell us



- if someone has hurt you
- if you do not feel safe



- if someone does a good job



- how we might do something better

We call this a **suggestion**

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

Everyone has the right to

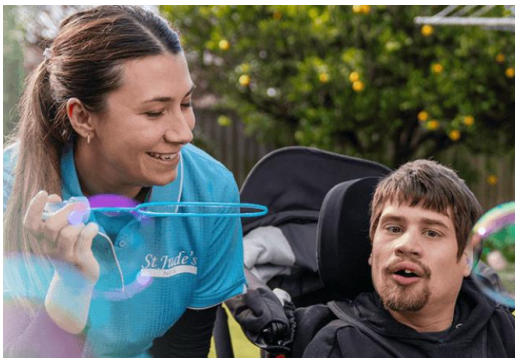


- give feedback
- make a complaint



We will keep your complaint **private**

Private means we will only tell the people who can help fix your problem



We will not treat you differently if you tell us

- what you think
- or
- how you feel



You will not lose your supports and services

Other people can help you give feedback



Other people can help you tell us what you think

Like your

- family
- support worker
- carer or guardian
- advocate

What we will do with your feedback



If you give us feedback, we will

- listen to you
- ask you how we can fix your problem
- ask you what you want us to do



We will always try to fix your problem

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

If the complaint takes a long time to fix



- a manager might call you if we cannot fix your problem straight away
- they will tell you how we are going
- you can ask questions



We can **resolve** most complaints.

Resolve means we feel we have fixed your problem.

We will always work to make our services and supports better

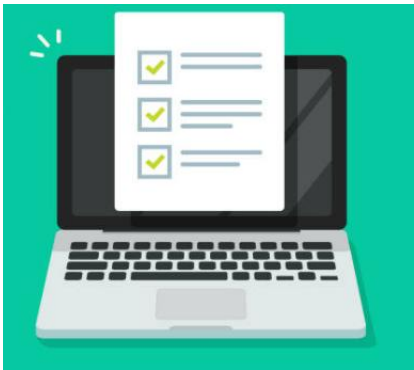
How you can give us feedback



You can tell someone that works at St Jude's



You can call us on (08) 9279 4343



You can use the form on our website

www.stjudes.com.au/contact



You can email us

info@stjudes.com.au



You can send us a letter

165 Wright Street, Kewdale

Perth, WA – 6105



If you are a NDIS participant, you can speak to the NDIS Quality and Safeguards Commission.

Contact Number: 1800 035 544

www.ndiscommission.gov.au/about/complaints



If you are an Aged Care or Home Care client, you can speak to the Aged Care Quality & Safety Commission.

Contact Number: 1800 951 822

<https://www.agedcarequality.gov.au/making-complaint/lodge-complaint>



Translating and Interpreting Service

Contact Number: 131 450