KOOMARRI

Incident and Feedback Management Procedure

Easy English Version 1.1



Who is this book for?

This book is for people supported by Koomarri.

It will tell you

- how to tell us about an incident
- what we will do about an incident
- how to tell us what you think and
- how to make a complaint.



You can ask for help to read this book.



A family member or support person may be able to help you.

What is an incident?



An incident is when something goes wrong.

An incident can be



- When a person is hurt



- When a person could get hurt

How to tell Koomarri about an incident.

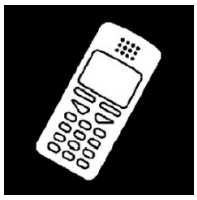


You should tell Koomarri when incidents happen.

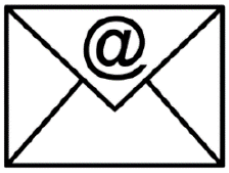


We will help you after an incident.

You can talk to Koomarri by



- phone **(02) 6280 6143**



- email your Koomarri Team Leader

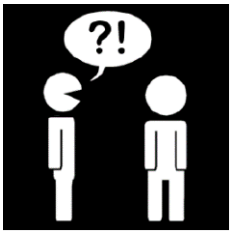


- face to face

What Koomarri will do about an incident.



We will make sure you are safe.



We will ask you about what happened.



We must tell people about very serious incidents.

Other people could be



- police
- ACT Human Rights commission
- NDIS Commission.



These people will help stop the incident from happening again.

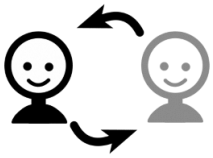
Is it OK to tell Koomarri how I feel?



YES you have the right to speak up.

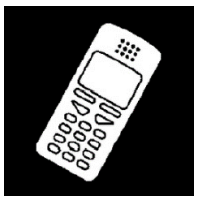


Koomarri wants you to be have good support.

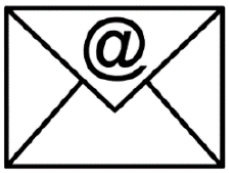


We can change your support if you want.

You can talk to Koomarri by:



- phone **(02) 6280 6143**



- email your Koomarri Team Leader



- face to face

Is it OK to complain?

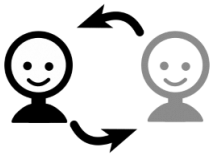


YES it is OK to complain.



You can complain about

- something that happens that makes you unhappy

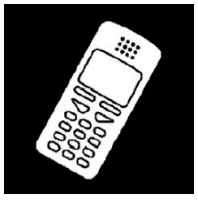


- something you would like to change

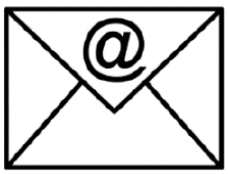


There are people you can talk to and they will try to fix the problem.

You can talk to Koomarri by:



- phone **(02) 6280 6143**



- email feedback@koomarri.asn.au



- face to face

Can I use an advocate?



YES you can ask an advocate to help you.

An advocate will

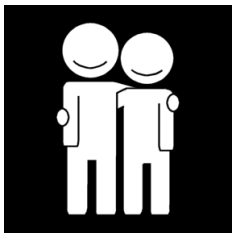


- help you talk about a problem

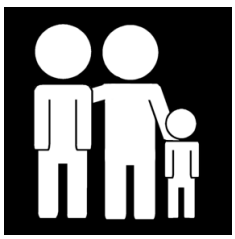


- help you understand a problem and
- help you fix a problem.

An advocate can be a



- friend or



- family member.



You can ask an advocacy service to help you.

Some advocacy services in Canberra are

- Advocacy for Inclusion Inc

  Phone **6257 4005**

- Public Advocate

  Phone **6207 0707**

- ADACAS
  Phone **6242 5060**

Other people who can help you are:

- ACT Official Visitors

  Phone 1800 150 036

- ACT Human Rights Commission

  Phone 6205 2222

- NDIS Commission

  Phone 1800 035 544