

HOW TO MAKE A COMPLAINT – INFORMATION FOR PARTICIPANTS AND FAMILIES

WY-INF-HMC-002 | Participant information and Easy Read poster

We want you to feel safe, heard and respected

If something is wrong, if you are worried, or if you want something to change, you can tell us. This is called making a complaint. Complaints help us get better. You can also tell us when something is good – that is a compliment.

What can I complain about?

Anything to do with our supports – how support is given, how workers talk to you or treat you, your safety, your rights, your money or invoices, your privacy, or anything else that is worrying you.

Your rights

- Be treated fairly and with respect.
- Keep getting your supports while we look into your complaint – you will not get in trouble and your supports will not change because you spoke up.
- Have help from family, a friend, an Elder, an advocate, an interpreter or anyone you trust.
- Have your privacy respected.
- Be involved in decisions about your complaint.
- Stay anonymous if you want to.
- Complain to the NDIS Commission at any time.

How can I make a complaint?

Way	How
Talk to us	Tell your support worker or any Wara Yindi worker. You can yarn with us – you do not have to fill in a form.
Phone or text	Wara Yindi: 0474 463 754

Way	How
After hours or urgent	After hours or urgent: Jacinta Dempsey 0437 474 521 or Jayden Taylor 0434 279 400. If anyone is in danger, call 000.
Complaint about Jacinta (Director)	If your complaint is about Jacinta Dempsey (Director), you can give it to Jayden Taylor, Director (0434 279 400), or Diamond Fentiman (diamond@warayindi.com.au), or contact the NDIS Commission. Because the two Directors are married, we can arrange an independent external person to look into it if you prefer.
Email	admin@warayindi.com.au
Write to us or drop in	6 Haynes Street, Whyalla Norrie SA 5608. You can use our Feedback and Complaint Form (RIG-02-F1).
Ask someone to help	A family member, carer, Elder, advocate or friend can make the complaint for you or with you.
Stay anonymous	You do not have to give your name. We may not be able to tell you the outcome if we cannot contact you.

What happens next?

Step	What we do
1	We listen and write down your complaint. If someone is in danger, we act straight away.
2	We tell you we got your complaint within 2 business days, and who will help you.
3	We ask what you would like to happen.
4	We look into what happened fairly and talk with the people involved.
5	We aim to sort it out within 21 business days. If it will take longer, we tell you why and keep you updated.
6	We tell you the outcome and what we will do – in person, by phone or in writing.
7	We use what we learn to make our services better.

What if I am not happy with the outcome?

- You can ask us to look at it again (a review). Call 0474 463 754. Someone who was not involved the first time will review it.
- You can contact the NDIS Commission at any time, even if you have not told us first.
- You can ask an advocate to help you. Advocacy is free – any worker can help you find one.

NDIS Quality and Safeguards Commission

The NDIS Commission is independent of Wara Yindi. You can contact them at any time.

NDIS Quality and Safeguards Commission – 1800 035 544 (free call),
[ndiscommission.gov.au](https://www.ndiscommission.gov.au). Interpreter: TIS National 131 450.

Hearing or speech impairment: National Relay Service – ask for 1800 035 544.

WE WANT TO HEAR FROM YOU

You can make a complaint	A complaint is when you tell us you are not happy with something.
Tell us your way	Talk to a worker. Call or text. Email. Write it down. Ask someone you trust to help.
You can get help	Family, carer, Elder, advocate, interpreter or someone you trust.
We will listen	We take your complaint seriously and try to fix the problem.
You will not get in trouble	Your supports will not change because you spoke up.
You can go outside our service	NDIS Commission: 1800 035 544
Contact us	Wara Yindi 0474 463 754 admin@warayindi.com.au
After hours or urgent	Jacinta 0437 474 521 Jayden 0434 279 400

Document control

Document	WY-INF-HMC-002 How to Make a Complaint – Information for Participants and Families
Version	2.1 – approved 23 October 2026
Document owner	Director (Key Personnel)
Approved by / date	Approved by Jacinta Dempsey, Director, on 23 October 2026. Approval recorded in the Policy Suite Register (NDIS Audit Compliance Workbook) – no signature required.
Next review	23 October 2027, or earlier if registration, key personnel, legislation, an audit finding, incident or complaint requires it

Related policies	RIG-02 Feedback, Complaints and Protection from Retaliation; SAF-01 Incident Management; CHD-02; INF-01 Privacy; GOV-02 Conflict of Interest; RIG-02-F1; WY-INF-PHB-001 Participant Handbook
Store completed form	Given at intake with the Participant Handbook; poster displayed at 6 Haynes Street
Supersedes	WY-INF-HMC-002 v2.0 (October 2026), which merged the WYSS How to Make a Complaint sheet with the Easy Read summary and poster.
Records	Uncontrolled when printed. Completed records are kept in line with the Records Retention, Archiving and Disposal Policy.