



Telling us what you think

Compliments, feedback and complaints



This is an **Easy Read** document.
It uses easy words and pictures.



You can ask someone you trust to help you read it.

This could be a family member, carer or friend.



Some words are in **bold**.
We explain what these words mean.



This document is from **JP Plan Management (JPPM)**.

We pay your providers from your NDIS plan.



What can you tell us?



A **compliment** is when you tell us we did something well.



Feedback is when you tell us your ideas.
Feedback can be good or bad.
It can be an idea to make things better.



A **complaint** is when you tell us you are not happy.
It can be about a payment, a statement, our app, or a person at JPPM.



We want to hear from you.
It helps us do a better job.



It is OK to complain



It is your right to complain.
You will **not** get in trouble.



Your payments and service will **not** change because you complained.



We will listen to you.
We will treat you with respect.



Someone can help you tell us.
They can also tell us for you, if you say it is OK.



How to tell us



Call or text us on

0401 034 538

Monday to Friday, 9am to 4pm.



Email us at

contact@jppm.com.au



Fill in the **Feedback** form on the **Contact Us** page of our website

www.jppm.com.au



Write to us at

P O Box 5433

Cranbourne Vic 3977

You do not have to give your name



You can tell us something without giving your name.

This is called being **anonymous**.



You can send us a letter.

You do not need to sign it.



You can call us and say you want to stay anonymous.

We will not ask your name.



If we do not know who you are, we cannot tell you what happened.

Please tell us as much as you can.

What we will do



1. We listen and write down what you told us.



2. Our manager will contact you within **1 business day**.

A business day is Monday to Friday, not public holidays.



3. We look into what happened.
We may ask you more questions.



4. We try to fix it within **21 business days**.
We tell you what we found and what we did.



5. If you are still not happy, our Director will look at it again.

Getting help



An **interpreter** helps people who speak a language other than English.

Call **TIS National** on **131 450** and ask them to call JPPM.



If you are deaf or find it hard to hear or speak, use the **National Relay Service**.

Call **133 677** and ask for 0401 034 538.



An **advocate** is someone who can help you speak up. Advocates are free.

Call the **Disability Gateway** on **1800 643 787** to find one.

You can also talk to the NDIS Commission



The **NDIS Quality and Safeguards Commission** makes sure NDIS providers do the right thing.



You can call them at any time on
1800 035 544

You can call them first, or after you talk to us.



Or go to their website
ndiscommission.gov.au



If you want to talk about your **NDIS plan**,
call the NDIS on **1800 800 110**.



Keeping your information safe



We keep what you tell us **private**.

We only share it with people who need to know to fix the problem, or if the law says we must.



We keep a record of your feedback for 7 years.

We keep it safe.



If someone is in danger, call **000** straight away.



Thank you for helping us do a better job.
