



Telling us what you think

Feedback, complaints and concerns • Easy Read



JP Plan Management wrote this guide.

When you see **we** or **us**, it means JP Plan Management.

You can ask someone to help you read this guide.



Is someone in danger right now?

Call 000.



Words in **bold** are explained in the word list at the end.

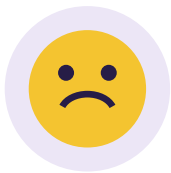
You can tell us



A **compliment** – we did something well.



Feedback – an idea to make our service better.



A **complaint** – you are not happy with something we did.



A **concern** – you are worried someone is being hurt or not looked after.



A concern about **money** – you think someone is taking or misusing NDIS money.

It is OK to tell us



You will **not** get in trouble.

Your service will **not** change.

Your payments will **not** stop.



You do not have to tell us your name.



Someone can help you tell us.

This can be family, a friend, your support coordinator or an **advocate**.



How to tell us



Call or text us on **0401 034 538**.

We are open 9am to 4pm, Monday to Friday.



Email us at **contact@jppm.com.au**



Use the form on our website.

Go to **jppm.com.au/contact-us**

Choose **Report a concern** if you are worried about someone.



Write to us at:

JP Plan Management

PO Box 5433

Cranbourne VIC 3977

You do not have to sign your letter.

What happens next



We will contact you within **1 working day**.



We will listen to you.

We will ask what you would like to happen.



We will look into it fairly.

We will try to fix the problem.



We will tell you what we decided and why.

We will do this within **30 days**.



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

We only share it with people who need to know to fix the problem.

If you tell us about a concern



If someone is in danger, call **000** first.



We will act **straight away**.

We will tell our Director the same day.



We will check the person is safe.

We will ask what help they need.



If it is serious, we must tell the **NDIS Commission**.

We may also tell the police or the NDIS fraud team.



We will keep you and the person informed.

An **advocate** or someone they trust can help them.



We will work out what happened.

We will try to stop it happening again.

If you are not happy



Tell us. We will look at it again.



You can talk to the **NDIS Commission** at any time.

Call **1800 035 544**

TTY: 133 677

Website: ndiscommission.gov.au

Other help



Need an **interpreter**?

Call TIS National on **131 450**.

Ask them to call us on 0401 034 538.



Find it hard to hear or speak?

Use the National Relay Service.

TTY: 133 677

Voice Relay: 1300 555 727

Ask for 0401 034 538.



Want a free **advocate**?

Call the Disability Gateway on **1800 643 787**.



Worried someone with disability is being hurt or not looked after?

Call the Disability Abuse and Neglect Hotline on **1800 880 052**.



Think someone is misusing NDIS money?

Call the NDIS Fraud Reporting and Scams Helpline on **1800 650 717**.

Word list

Advocate	A person who can help you speak up. They are free and do not work for us.
Complaint	Telling us you are not happy with something we did.
Compliment	Telling us we did something well.
Concern	Telling us you are worried someone is being hurt, not looked after, or having their money misused.
Interpreter	A person who helps you talk in your language.
NDIS Commission	The government group that makes sure NDIS services are safe and good quality.
Private	We keep it safe and do not tell people who do not need to know.
Working day	Monday to Friday. Not weekends or public holidays.

Contact us

Phone or text: 0401 034 538

Email: contact@jppm.com.au

Website: jppm.com.au

Post: PO Box 5433, Cranbourne VIC 3977

You can ask for this guide in large print or another format. JP Plan Management Pty Ltd · NDIS registered provider 4050123867.