

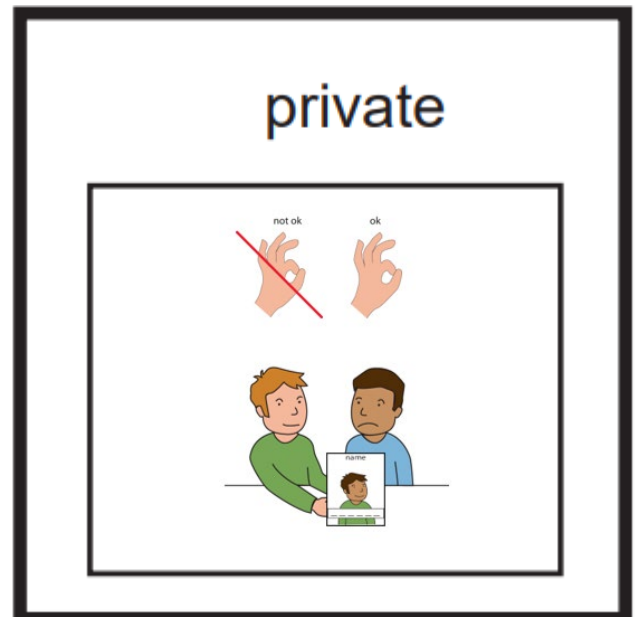
# Sexual Health and Family Planning ACT

## Making a complaint, giving us feedback



Easy English July 2015

Sexual Health and Family Planning ACT: Making a complaint, giving us feedback

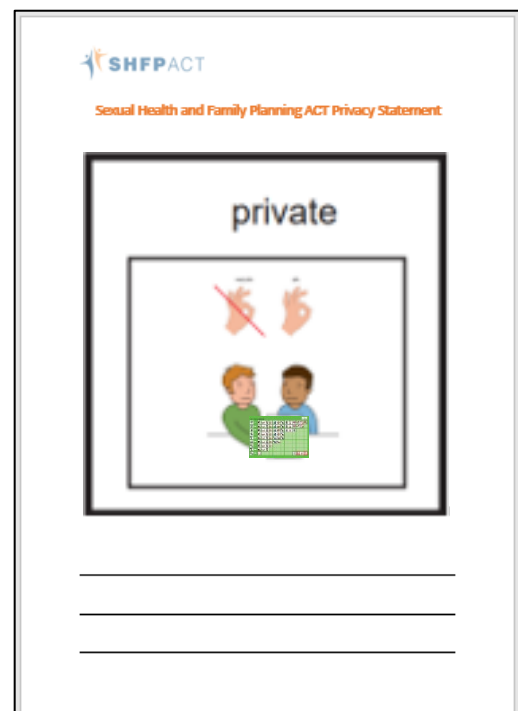


### About this factsheet

In this factsheet we might use hard words.

The first time we use a hard word it is in **blue**.

We write what the hard word means.



## Complaints

A **complaint** is when

- You are not happy

And

- You tell someone the reason



You can make a complaint about what Sexual Health and Family Planning ACT

- Did with you or your **personal information**
- Did not do with you or your personal information



You can make a complaint about how Sexual Health and Family Planning ACT

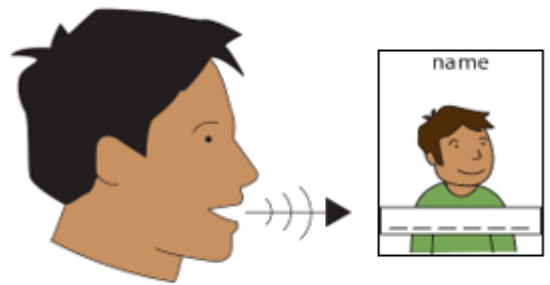
- Provided support you
- Talked to you, your family or your support workers

## Personal Information

You might tell Sexual Health and Family Planning ACT personal information.

Examples of personal are

- Name
- Address
- Date of birth



We also like to keep information . For example, your

- Medical history
- Medication
- Education history



You can ask Sexual Health and Family Planning ACT what information we keep

You can tell us if something is  
Not OK for you



It is OK to complain and give  
feedback.

Tell us what you think.

You can talk to your community  
worker at SHFPACT.

Or you can ask to talk to the  
'Executive Director'

Phone: 02 6247 3077

Email: [ed@shfpact.org.au](mailto:ed@shfpact.org.au)



Or you can write to us:

SHFPACT  
GPO Box 1317  
CANBERRA ACT 2601

## Still NOT OK

If you are still NOT OK after making the complaint, or you are not happy with how SHFPACT responded to your complaint, you can ask for help from other people.

**OR If you do not want to talk to us at SHFPACT, you can also:**

### Contact the NDIS Commission

web: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

phone: 1800 035 544

TTY: 133 677.

### Contact the ACT Human Rights Commission

web: [www.hrc.act.gov.au/complaints](http://www.hrc.act.gov.au/complaints)

phone: [\(02\) 6205 2222](tel:(02)62052222)

email: [HRCIntake@act.gov.au](mailto:HRCIntake@act.gov.au)

You can ask for help if you need an Interpreter.

## Advocates can help you complain

The National Disability Advocacy Program can help you work with an advocate.

### Email them at:

[disabilityadvocacy@dss.gov.au](mailto:disabilityadvocacy@dss.gov.au)

### Or write to:

Disability, Employment and Carers Group  
Department of Social Services  
GPO Box 9820  
Canberra ACT 2601

Or search "disability advocate" online.

If you are not happy about what SHFPACT did with your personal information, you can contact the Federal Privacy Commissioner

Email: [privacy@privacy.gov.au](mailto:privacy@privacy.gov.au)

Phone 1300 582 113



Write to

Office of the Australian Information  
Commissioner  
GPO Box 5218  
Sydney NSW 2001

