How to make a complaint

Easy Read · Careable · October 2026

This is an Easy Read document from Careable.

Careable is an NDIS provider.

We support people with disability.

You can tell us if something is wrong

Sometimes things go wrong.

You might be unhappy with your support.

You might be unhappy with a worker.

You can tell us. This is called a **complaint**.

A **complaint** is when you tell us something is wrong and you want it fixed.

Making a complaint is safe

Making a complaint will not change your supports.

We will not treat you differently.

You will not get in trouble.

How to make a complaint

You can call us.

1300 332 433

You can email us.

cx@careable.com.au

You can write to us.

106/2 Murdoch Road

South Morang VIC 3752

You can tell any Careable worker.

You can ask someone to help you.

A family member. A friend. Your support coordinator.

An **advocate**.

An **advocate** is a person who speaks up for you.

You do not have to give your name.

What happens next

We will tell you we got your complaint within **2 working days**.

We will tell you who is looking into it.

We might ask you some questions.

We will try to fix it within **21 days**.

If it takes longer, we will tell you why.

We will tell you what we found.

We will tell you what we will change.

The person you complained about will not look into your complaint.

A manager will.

If you are still not happy

You can talk to the **NDIS Commission**.

The **NDIS Commission** checks NDIS providers. They are not part of Careable.

Call **1800 035 544**

Website: **ndiscommission.gov.au**

You can call them first if you want. You do not have to talk to us first.

We can help you understand

Tell us if you need an interpreter.

Tell us if you need an Auslan interpreter.

We will help you get one.

Tell us if you need this in another language.

We will help.