

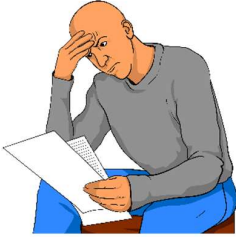


How to give feedback to SILC



October 2020

Before you start



This is a long document.



While it is written in Easy Read it can be hard for some people to read a document this long.

Some things you can do to make it easier are:



- read it a few pages at a time
- have someone support you to understand it.

What you will find in this document

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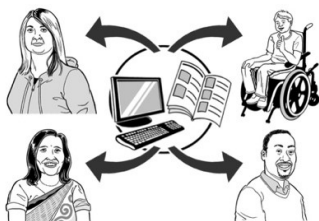
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Who are we and what we do



Supported Individualised Lifestyle Choices is a charitable trust.



A **charitable trust** is a way of setting aside money from a business.

This money is given to people who need it to pay for things that will support them.



To make it easier for everyone we call ourselves **SILC**.



SILC works with disabled people in providing these types of supports:

- **personalised support**
- **residential support.**



Personalised support means we can support you at home for:

- a few hours a week
- lots of hours a week.



Some of the things we can support you with are:

- shopping
- going to social activities
- doing household chores
- looking after your health.





Residential support means we can support you whenever you need us to.

You can have the support you need 24 hours a day for the whole week.



You may choose to live on your own or with a group of people.

It is important that no matter how you choose you live that you feel:

- safe
- happy with where you are living.



Knowing your rights



In New Zealand when anyone uses a health or disability service they have **rights**.

In New Zealand, when you use a health or disability service you have rights.



You have:

1. the right to be treated with respect
2. the right to be treated fairly
3. the right to dignity and independence
4. the right to have good care and support that fits your needs
5. the right to be told things in a way you understand
6. the right to be told everything you need to know about your care and support
7. the right to make choices about your care and support
8. the right to have support
9. the right to decide if you want to be part of training, teaching or research
10. the right to make a complaint



If you are not happy with the services and support you receive, you can:

- Talk to the person you are not happy with
- Ask your family member or friend to help you make a complaint
- Call **0800 55 50 50** and ask for a Health and Disability Advocate
- Call **0800 11 22 33** to make a complaint with the Health and Disability Commissioner





Everyone who is supported by the SILC should know what their rights are as a disabled person.



SILC will give a copy of the **Code of Rights** to everyone who wants one.



You can find more information about the Code on the Health and Disability Commission website:

<https://www.hdc.org.nz/your-rights/about-the-code/code-of-health-and-disability-services-consumers-rights/>

What is a feedback policy?



This document tells you about the **policy** we will follow when you give us feedback.



A **policy** is set of rules that is used for how to do things.



There are **3 kinds of feedback** that you might give us.

1. A **compliment** is when you tell us that we have done something well.



2. A **concern** is when you are worried about something we have done.



3. A **complaint** is when you tell us you are not happy about something we have done.



It is your right to give us feedback about how well we are doing.

This policy has been put together to make sure that:



- you are supported when you give us any kind of feedback



- everyone knows what will happen when you give us feedback



- your rights will be looked at when you give us feedback

- we deal with your feedback fairly.



We use feedback to make sure we are always working in the best ways we can.



We promise that we will keep any feedback you give us **confidential**.

Confidential means that we will keep it private.

Who is this policy for?



This policy is for:

- people supported by SILC
- the families / whānau of people supported by SILC
- people who help run SILC
- people who are Board Members of SILC
- people who work for SILC.

This policy is **not** for problems between people who work for SILC.

Giving us a compliment



We want to know when you think we have done something well.

This is called giving us a **compliment**.



We want to hear about things that we are doing well so that we can:

- keep doing these things more
- look at ways of building on the things we do well.



Making a complaint



We want you to tell us if you are unhappy with something we have done.



This is called making a **complaint**.

You can make a complaint about anything you are not happy about such as:



- the kind of support you are getting
- how you are treated by your support workers
- the choice of things to do in your home.





It is important to know that:

- it is **okay** to make a complaint
- you have the right to tell us if you are not happy with your services from SILC
- we want to make sure you are getting good support.

You will **not**:

- get in trouble if you make a complaint
- lose your support if you make a complaint.

How to give us feedback



You can give us feedback by:

- talking to us
- calling us by phone
- sending us an email
- writing to us.



Anyone who uses services from SILC can give us feedback.



You can give your feedback to anyone who works at SILC.



You can choose to have someone support you with giving us feedback.

This support person could be:



- a friend
- a family member
- someone you trust
- someone who works for SILC
- someone who works for the Health and Disability Commission.

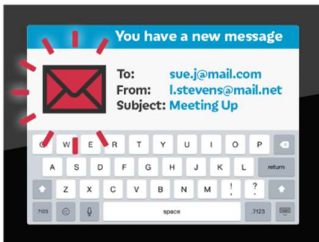


If you are not sure who to ask for support you can ask the **General Manager** of SILC for help.

A **General Manager** is the person who acts as the leader of a business.



We will put everything you tell us into a feedback form on the computer.



The feedback form is sent by email to:

- the **Chief Executive**.
- the **Human Resources Manager**.



The **Chief Executive** is the person who oversees the business of running of SILC.



The **Human Resource Manager** manages the hiring of people who work for SILC.

What information will we ask for?



We will give your feedback to a member of the **Executive Team**.



The **Executive Team** works with the Chief Executive to help run the business.

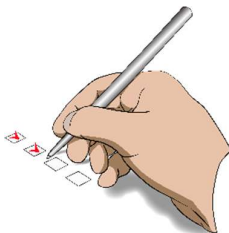


The Executive Team member will put all the information about your feedback into a form on the computer.



The information they will add might include:

- notes about your feedback or complaint
- things we have done to sort out your complaint.





The Executive Team member will also add into the computer any:

- letters you have sent us
- letters we have sent you
- emails you have sent us
- emails we have sent you.



All of the information will have the date on it.



All of the information will be kept confidential.



Copies of this information will be added to your personal file.



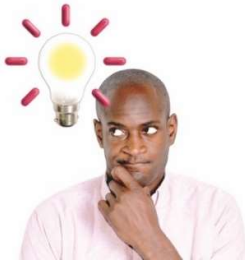
The person from the Executive Team will:

- tell you that we have got your feedback within 3 working days
- read the feedback you have given us.



When they have read the feedback this person will:

- talk with you about your feedback if they need more information
- decide what needs to happen next.



Doing an investigation



We may need to look at your complaint in more detail.

This means that we may need to open an **investigation**.



An **investigation** is when someone looks closely into a case to learn all of the facts.

The person who does this investigation might be:



- a Manager who works at SILC
- someone from outside SILC who we ask to help us.



The Chief Executive of SILC must say that it is okay for someone else from outside of SILC to do an investigation.



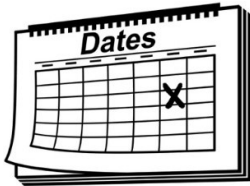
We will tell you if someone from outside SILC does an investigation.



To make sure that the investigation is fair to everyone we ask that you:

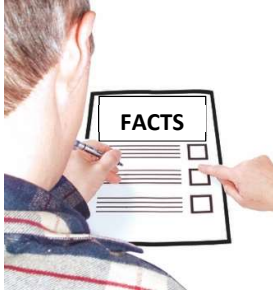
- only talk about your complaint with the person who is investigating
- do not talk to anyone else at SILC about your complaint until the investigation is over.





We promise that we will:

- start an investigation within 10 working days
- look only at the facts
- treat everyone equally.



When the investigation is finished the Executive Team member will tell you:

- what they have found out in their investigation
- if anything has improved because of your complaint
- if any changes will be made to our service because of your complaint.



What happens if we need more time to investigate



The Executive Team member will tell you what the investigation has found out within 20 working days.



If more time is needed to finish the investigation the Executive Team member will tell you:

- why more time is needed
- how much more time is needed
- how things are going at least 1 time every month.



Closing a complaint



When the investigation is finished the Chief Executive will:

- read the feedback
- read the investigation findings
- decide if the investigation is finished.

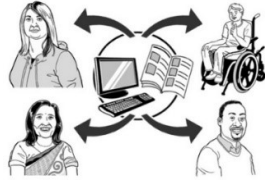


Sometimes the Chief Executive is the person who has done the investigation.



If this happens another member of the Executive Team will look over the investigation before it can be closed.

Sharing feedback



Sometimes we pass on feedback we get to the **SILC Trust Board**.



The **SILC Trust Board** are the people who make sure a business is working well.

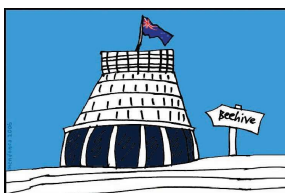


The Trust Board uses this information to make sure that the trust is always doing its best to support people.



All of the information that is given to the trust board is **anonymous**.

Anonymous means that no personal information like your name is shared with the board.



Sometimes we also let the Ministry of Health know about any feedback.

How to contact SILC



If you would like to talk to someone at SILC you can:



Phone: **07 571 1262**



Email: **reception@silc.co.nz**



Visit us: **97 Eleventh Ave
Tauranga**



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