

Autism SA welcomes your

FEEDBACK & COMPLAINTS



PLEASE, SPEAK UP!

At Autism SA we believe you, your carers or advocates, have the right to speak up and share with us your views and opinions on any of the services or supports that you receive from us.

We acknowledge that sometimes it may be difficult to provide feedback, but your feedback can help us continue to improve our services, not only for you, but for the other people we also support.

In dealing with feedback Autism SA follows a comprehensive Feedback & Complaint Management Policy that outlines how we will receive, investigate and communicate to you about your feedback or complaint. You can find an overview of our policy and our Simple English policy on our website, or you can contact Autism SA to request a copy.

WHAT CAN YOU GIVE FEEDBACK ABOUT?

Your feedback can be related to any of the services or supports you may receive from us, and may cover:

- Compliments - So we know when things are working well
- Suggestions – Can we do something differently, or something new for you?
- Concerns – Is there anything about your supports or services that is causing you worry?
- Complaints – When you are dissatisfied with your supports or services

HOW YOU PROVIDE FEEDBACK IS UP TO YOU

There are a number of ways that you can provide us with your feedback. We encourage you to use the way that you are most comfortable with:

- Talking to an Autism SA staff member
- Completing our online feedback form - www.autismsa.org.au/feedback
- Emailing us at feedback@autismsa.org.au
- Calling us on (08) 8379 6976
- Writing to us at -

Autism SA Complaints & Feedback
PO Box 304
MARLESTON DC S.A. 5033

- Contacting the NDIS Quality & Safeguards Commission at any time in relation to your NDIS supports and services provided by Autism SA

You can also choose to remain anonymous when providing your feedback or lodging a complaint.

WHAT HAPPENS AFTER YOU RAISE A COMPLAINT?

1. When you tell us about your complaint, we will acknowledge that we have received your complaint
2. within two (2) business days. We will also make sure you are treated fairly and kept safe, ensure your complaint is kept confidential and help you to find support through an advocacy service if you need it.
3. We will investigate the complaint by talking to the people involved in the complaint and reviewing the evidence. We may also need to ask you for more information.
4. If the nature of the complaint requires us by law to report the complaint to a regulatory body, such as the NDIS or Police, we will do this as soon as possible and work with them to resolve your complaint.
5. We will let you know when we have an update or a solution for your complaint within ten (10) business days. If we need more time, we will let you how long the investigation will take and keep you informed of our progress.
6. When we decide how to resolve your complaint, we will provide you with the reasons for our decision.
7. If you are not happy with our decision, you can appeal the decision. After the appeal, if you are still not happy with the decision, we will support you to refer your complaint to a regulatory body.

DO YOU NEED SUPPORT TO SPEAK UP?

If you need support to lodge a complaint, you can contact us and ask for assistance, or contact one of the organisations in the following list. There are also a number of advocacy services who will support you to speak up at any time.

NDIS Quality and Safeguards Commission

P: 1800 035 544

www.ndiscommission.gov.au

Health & Community Services Complaints Commissioner (HCSCC)

P: 08 8226 8666

Country callers: 1800 232 007 (toll free)

www.hcsc.sa.gov.au

National Relay Service

TTY 1800 555 630

Voice 1800 555 660

TTY/Voice calls 133 677

Speak & Listen: 1300 555 727

Advocacy for Disability Access and Inclusion Inc.

P: 08 8340 4450

Country callers: 1800 856 464 (toll free)

www.advocacyfordisability.org.au

Citizen Advocacy South Australia

P: 08 8410 6644

www.citizenadvocacysa.com.au

Department of Human Services

P: 08 8413 9050

<https://dhs.sa.gov.au/contact/feedback>

Disability Advocacy & Complaints Service of SA Inc.

P: 08 7122 6030

www.dacssa.org.au

Disability Rights Advocacy Service

P: 08 8351 9500

www.dras.com.au

Independent Advocacy SA Inc.

P: 08 8232 6200

www.independentadvocacysa.org.au