

Do you need help to speak up?

If you need help to speak up, we can help you. We can arrange an interpreter if you need one. You can also ask your family, friend or another person to speak up for you.

There are lots of agencies that can help you to speak up. Some of these are:

Health & Community Services Complaints Commissioner (HCSCC)

8226 8666 or 1800 232 007

www.hcsc.sa.gov.au

Advocacy for Disability Access and Inclusion Inc.

8340 4450 or 1800 856 464

www.advocacyfordisability.org.au

Disability Advocacy & Complaints Service of SA Inc. (DACSSA)

7122 6030

www.dacssa.org.au

Disability Rights Advocacy Service (DRAS)

08 8351 9500

www.dras.com.au

You can find someone close to you by putting your postcode into the Australian Government Disability Advocacy Finder.

<https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/>

You can speak to the NDIS Quality and Safeguards Commission

If you don't want to talk to us about your feedback, or if you are not happy with the action we have taken from your feedback, you can contact the NDIS Quality and Safeguards Commission.

1800 035 544

<https://www.ndiscommission.gov.au/about/complaints>

How to speak up

There are a few ways you can provide feedback.

You can complete this form and:

- put it in our feedback box
- give it to a staff member
- post it to us.

You can go onto our website and fill in our online form

[https://www.autismsa.org.au/.](https://www.autismsa.org.au/)

You can talk to any of our staff in person.

You can call us 8379 6976

You can email us feedback@autismsa.org.au

You can write to us:

Autism SA Complaints and Feedback

PO Box 556

Melrose Park DC SA 5039



Scan the QR code to access our Feedback form which can be filled out on our website.



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We welcome your feedback

Please, speak up



We value what you, and the people that care about you, think about us.

Please, speak up

We welcome your feedback.

We would love to hear your thoughts, suggestions, concerns or problems so we can improve.

Your Feedback



Good



Bad



Idea

You don't have to give us your name or contact information if you don't want to. We will still accept your feedback and take any action to improve our services.

What is your name?

Do you want us to contact you?

Yes

No

How can we contact you?

(What is the best way to contact you about your feedback? Please tell us your phone number, email or postal address?)

What would you like to say?

Your personal information and confidentiality

We only use your information for the reason it was collected.

We will keep your feedback confidential, and only talk to other staff if we need their help to resolve any issues.

Complaint resolution

When you raise a complaint, you have the right to expect:

- to be treated with dignity and respect.
- your personal information will be handled appropriately.
- to be informed about the process and involved in decisions that affect you.
- to know who you can go to if you are not happy with our response.

We are committed to resolving complaints and we do this by:

- listening to your experience.
- acknowledging and addressing your concerns.
- advising you of the steps we are taking to resolve the issue.
- learning to prevent it happening again.

When you first contact us, we will let you know we have received your complaint within two working days. We will get back to you within three weeks to let you know how we are resolving your complaint.

We might contact you to get more information.

We treat all feedback seriously and confidentially and will address your concerns as quickly as possible.