

Providing Feedback

An illustrated guide for individuals and their families



Autism

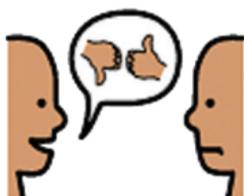
Association of WESTERN AUSTRALIA

Providing Feedback

An illustrated guide for clients and their families

This information can be translated to different languages or produced in different formats on request.

The Autism Association of Western Australia welcomes your feedback about the services you receive, including compliments, suggestions and complaints.



We are committed to providing quality services and your feedback helps us to improve our services.



We will make every effort to resolve your concerns in a fair, timely and supportive manner.

Compliments and Suggestions



Please tell us about the things we do well. Especially things that make you happy and confident about using our services.

We also love to improve things. Tell us if you have any suggestions and ideas about how we can improve our services.

Concerns and Complaints

If you have a concern or complaint you should tell someone in the service as soon as you can.

How to Provide Feedback



Speaking to your support staff, Coordinator or Manager is often the easiest and quickest way to provide feedback and resolve concerns.



You can also provide feedback directly to the Manager of the service by phone, email, letter or in person.

Or fill in the feedback form on our website. This form will be sent to our Service Development department.

What to say?

Describe the issues you wish to raise and the order in which things happened.



Tell us the **dates, times, locations and names** of people involved, if relevant.



Tell us what actions you want us to take to improve our services.

What happens next?



Your feedback **will be written down** and dealt with as quickly as possible.

Some matters may take a while to resolve but we will keep you informed.

We will also **contact you afterwards** to find out if you are satisfied with the way your feedback, concern or complaint was handled.



If you are not happy with how we have dealt with your complaint you may want to contact an external agency to help resolve your complaint. You will find their contact details on the back page of this brochure.



Autism
Association of **WESTERN AUSTRALIA**

Your rights

You have the **right to be treated with respect and dignity.**



It is your right to raise your **concerns and complaints** about the service we provide to you, **without fear of upsetting anyone.**

Any concerns or complaints you have will be kept **private.**



You have the right to have your concerns and complaints **dealt with in a fair and supportive manner.**

We encourage you to have a family member, advocate or friend with you when talking to us.



You also have the right to **contact external agencies** to help resolve your complaint.

These are some of the external agencies you can contact to help you raise or resolve concerns and complaints:

Health and Disability Services Complaints Office (HaDSCO)

HaDSCO is an independent statutory authority providing free, impartial resolution service for complaints relating to disability services.

Freecall: 1800 813 583 | Telephone: (08) 6551 7600

Email: mail@hadsco.wa.gov.au

Web: www.hadsco.wa.gov.au

People with Disabilities WA (Inc.)

PWDWA supports individuals to speak out, to express their views and uphold their rights.

Freecall: 1800 193 331 | Telephone: (08) 9485 8900

Email: info@pwdwa.org

Web: www.pwdwa.org

Complaints Resolution and Referral Service (CRRS)

The CRRS assists with unresolved issues concerning a Disability Employment Service, Advocacy Service or Australian Disability Enterprise.

Freecall: 1800 880 052

Email: crrs@workfocus.com

Web: www.jobaccess.gov.au/complaints

Ethnic Disability Advocacy Centre

Provider of advocacy and interpreter services for people from culturally and linguistically diverse backgrounds.

Freecall: 1800 659 921 | Telephone: (08) 9388 7455

Email: admin@edac.org.au

Web: www.edac.org.au



T (08) 9489 8900
F (08) 9489 8999
R 1800 636 427
E autismwa@autism.org.au

Locked Bag 2 SUBIACO WA 6904
215 Stubbs Terrace Shenton Park 6008
www.autism.org.au
ABN 54 354 917 843