



Autism
Association of **WESTERN AUSTRALIA**



Providing Feedback

A guide for individuals and their families.

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about
- find more information.





About this book

This book is from
Autism Association of Western Australia.



This book is about **feedback**.

Feedback means you tell us your ideas.



Feedback can be

- about a service



- about a person



- about something we did well
- an idea to do something better.



Feedback can also be a **complaint**.



A complaint is when you tell someone that you are **not** happy about something.



Your ideas can help us improve our services.

We want you to

- feel safe
- feel happy
- get more out of our services.



We welcome your ideas about how we can do things better.

Your rights when giving feedback



You have a right to tell us your thoughts.



You should **not** feel worried that your feedback will upset someone.



We will treat you with **respect**.



Respect means

- we will listen to you



- we understand everyone's feedback is important.



We will keep your feedback **confidential**.



Confidential means we do **not** tell other people your information unless

- you say **yes**



- the laws says we have to.



You can choose to be **anonymous**.

Anonymous means you do **not** tell us your name or personal details.

For example, your phone number.

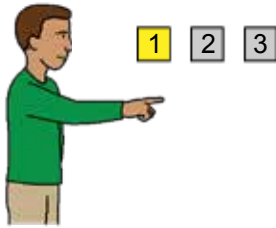


We cannot reply to your anonymous feedback but we will try to make changes where we can.



Nothing bad will happen if you make a complaint.

What do we need to know?



Tell us what happened to you **in order**.

In order means you tell us what happened to you first at the start.

You can then tell us what happened next.



It is important to include the

- dates



- times



- place



- names of people who were with you.

What do we do with your feedback?



If you call we will write down your feedback so we can pass the message on to the right person.

SUN	MON	TUE	WED	THU	FRI	SAT

We will try to reply within 2 working days to let you know that we have got your feedback.



We will explain what will happen next.



We will try to make changes where we can.

Who can help you give feedback?



You can get help to give feedback from

- our staff
- your family or friends



- an **advocate**.



An advocate can help you

- understand information



- say what you want



- make decisions.



Advocates are a free service.

How to find an advocate

You can use the disability advocacy finder to find an advocate.



Website

[disabilityadvocacyfinder.dss.gov.au/
disability/ndap/](http://disabilityadvocacyfinder.dss.gov.au/disability/ndap/)



You can ask our staff to help show you where to find an advocate.



Our staff will work with your advocate to help fix any problems.

How to make a complaint to the NDIS Commission



If you are **not** happy with how we have managed your feedback you can tell the **NDIS Quality and Safeguards Commission**.



The NDIS Quality and Safeguards Commission help check that disability service providers follow the rules.



You can call
1800 035 544.



You can fill in a complaints contact form.
[ndiscommission.gov.au/about/complaints](https://www.ndiscommission.gov.au/about/complaints)

How to give us your feedback



You can give feedback to

- a staff member

or



- our complaints officer who is **not** part of our support service.

You can find our contact information on
page 13 of this book.



We can organise an **interpreter** for you.



An interpreter is 1 person who gives your
message from one language to another.
For example, Vietnamese to English.

You can call

- 08 9489 8900



or

- 1800 636 427.



Send us an email.

feedback@autism.org.au



Post us a letter.

Autism Association of Western Australia

Locked Bag 2

Subiaco

Western Australia 6904



Fill in the feedback form on our website.

autism.org.au/contact/feedback/

You can ask our staff to help show you how to give feedback.

More information



For more information contact
Autism Association of Western Australia.



Call 1800 636 427



Website www.autism.org.au



Email autismwa@autism.org.au



If you need help to speak or listen use the
National Relay Service.

Call 1800 555 660



Website
communications.gov.au/accesshub/nrs



Give the relay officer the phone number you
want to call.

[illegible]

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