

# Providing Feedback

A guide for individuals and families





## Providing Feedback

Your feedback helps us to improve our services. Feedback can be in the form of compliments, comments or complaints.

We love to hear compliments and know that we are getting it right. If you are happy, we are happy! If you are not happy, we invite you to tell us. You can give us feedback about our services, staff and the way you have been treated. It is your right to raise your concerns and complaints without fear of upsetting anyone. You can also give us feedback about the way we deal with complaints.

We promise your complaint will be kept private and we will listen and reply to complaints, as quickly as possible.

# How to Provide Feedback

You can call us, email us, or ask our staff to help you give feedback. They will make sure the right people get your message. Speaking to our staff is often the quickest way to provide feedback and resolve concerns.

If you want to speak to someone independent of your service, you can contact the Feedback team.



Phone: (08) 9489 8900



Email: [feedback@autism.org.au](mailto:feedback@autism.org.au)



Fill in the feedback form on our website:  
[autism.org.au/contact/feedback](https://autism.org.au/contact/feedback)



Complete a hard copy feedback form at our locations.  
This form will be sent to the Feedback Officer.

It is a good idea to describe the issues you wish to raise in the order they happened.

Details such as dates, times, locations and names of people involved are important. We also need to know what actions you want us to take to resolve the issue.

You can complain anonymously. If you do not leave your name, we cannot reply to your complaint. However, we will still try to make improvements.



# What Will Happen

When you give us feedback, we will listen and be respectful.

If it is a complaint, we will note down what you are saying and take it seriously. We will get back in touch within 3 working days to let you know we have received your complaint.

We will tell you how we manage complaints and let you know what the next steps will be. We will make every effort to change things if we can.

## **Who else will know about my feedback?**

A record is kept of all feedback. Complaints are confidential and only the people involved in resolving any problems know about your complaint. This includes any staff member that you have complained about.

The nature and outcome of all complaints are reported to the Association's Senior Management and if necessary, the Association's Board.

This information is then used to improve our services. Your feedback also lets us know what we are doing well.

# Get Help to Give Feedback

You can get help to make a complaint by talking to:

- Our staff
- Your family or friends
- An advocate
- The NDIS Commission

We will work with your advocates to resolve your concerns and complaints. We will also arrange an interpreter for free if that will help you.

# Advocates

An advocate is trained to support you. Advocates are a free service. You can use the Disability Advocacy Finder to find an advocate:

[askizzy.org.au/disability-advocacy-finder](http://askizzy.org.au/disability-advocacy-finder)

If you are not sure how to find an advocate, contact us and we can help.

## Here are some agencies that can help you:

### **People with Disabilities WA (Inc.) (PWdWA)**

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

Free call: 1800 193 331 | TEXT ONLY: 0488 798 615

Web: [pwdwa.org](http://pwdwa.org) | Email: [info@pwdwa.org](mailto:info@pwdwa.org)

### **Kin | Disability Advocacy for Diverse Communities**

Kin provides advocacy services for people from culturally and linguistically diverse backgrounds.

Free call: 1800 659 921 | Phone: (08) 9388 7455

Web: [kinadvocacy.org.au](http://kinadvocacy.org.au) | Email: [admin@kinadvocacy.org.au](mailto:admin@kinadvocacy.org.au)

### **Circle Green Community Legal**

Circle Green provides quality legal services, including advice, representation, advocacy, information, and referrals to residential tenants anywhere in WA.

Phone: (08) 6148 3636 | Web: [circlegreen.org.au](http://circlegreen.org.au)

# Additional Resolution Services

## **NDIS Commission**

If you have a complaint about your NDIS services, you can tell the NDIS Commission.

Phone: 1800 035 544 | Interpreters can be arranged.

Complete an online complaint form:

[ndiscommission.gov.au/about/making-complaint](https://ndiscommission.gov.au/about/making-complaint)

## **Health and Disability Services Complaints Office (HaDSCO)**

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

Free call: 1800 813 583 | Phone: (08) 6551 7600

Web: [hadsco.wa.gov.au](https://hadsco.wa.gov.au) | Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

## **Complaints Resolution and Referral Service (CRRS)**

CRRS is available for you to discuss any concerns you may have about your Disability Employment Services (DES) provider.

Free call: 1800 880 052

Complete an online complaint form:

[jobaccess.gov.au/contacts/online-complaint-form](https://jobaccess.gov.au/contacts/online-complaint-form)

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



Free call 1800 636 427  
(08) 9489 8900

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