



**Autism**  
Association of **WESTERN AUSTRALIA**

# Providing Feedback

**A guide for individuals and their families.**



## Providing feedback

**If you have feedback or suggestions about the supports or services provided to you; they will be greatly valued.**

Your feedback helps us to improve so that you will feel safer, happier and get more out of our services. Feedback can be in the form of compliments, comments or complaints.

We love to hear compliments and knowing 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 complain 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 complain 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 phone us, email us, or ask our staff to help. 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 complaints team.



Phone (08) 9489 8900



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



Fill in the feedback form on our website: [www.autism.org.au](http://www.autism.org.au). This form will be sent to the Complaints 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. But we will still try to make improvements.

## What will happen

When you tell us what you like or do not like, we will listen and be respectful.

We will jot down what you are saying and take it seriously. We will get back in touch within 2 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.



# Get help to complain

You can get help to make a complaint from:

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

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 upholding their rights

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

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

#### Ethnic Disability Advocacy Centre (EDAC)

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

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

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

## 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 a complaint contact form: [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

## 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.

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

Web: [www.hadsco.wa.gov.au](http://www.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: [www.jobaccess.gov.au/contacts/online-complaint-form](http://www.jobaccess.gov.au/contacts/online-complaint-form)

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



# The Autism Association of WA offers a wide range of services across all stages of life

## Services include:

- Diagnosis
- Autism advisors and family support for newly diagnosed children
- Early childhood services
- School support service and therapy services for school aged children
- Therapy and clinical services for adults with Autism
- Community living support: shared and individual homes
- Short breaks for children
- Individual support programs tailored to individual needs, including post school options
- Employment placement and support program
- Professional development and training services
- Regional support
- Parent training and support groups



Free call 1800 636 427

T (08) 9489 8900

E [autismwa@autism.org.au](mailto:autismwa@autism.org.au)

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## Visit our website

[www.autism.org.au](http://www.autism.org.au)



## Subscribe to our e-newsletter

[www.autism.org.au/contact/newsletter](http://www.autism.org.au/contact/newsletter)



## Locations include:

Shenton Park

Midland

East Fremantle

Joondalup

Gosnells

Baldivis