

## Your rights

- To say when you are not happy with the service
- To privacy
- To be safe
- To be listened to
- To have an advocate



## Our Responsibilities

- To help you
- To listen to you
- To be quick to act
- To keep your personal details private



## Contact Us

P: 03 5775 2876

[feedback@autismmansfield.org.au](mailto:feedback@autismmansfield.org.au)

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



## Feedback, Compliments and Complaints - Easy English



Tell us what you think



## You can tell us:

### General Feedback:

Your ideas about how we could do things better for you



### Compliments:

What you like and what we are getting right



### Complaints:

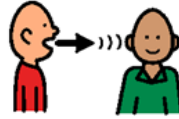
Tell us when you are not happy with our service



We will speak to you within 3 days to follow up on your feedback

## How can you give feedback?

Talk with a staff member



Talk with a manager at our office



Call our office: 03 5775 2876



Email:

[feedback@autismmansfield.org.au](mailto:feedback@autismmansfield.org.au)



Visit our website

[www.autismmansfield.org.au](http://www.autismmansfield.org.au) -

Contact Us page

## Not happy with our response?

You can talk to:

### NDIS Quality and Safeguards Commission

- Call 1800 035 544 (free call from landlines) or TTY 133 677
- National Relay Service and ask for 1800 035 544
- [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)
- **Equal Opportunity and Human Rights Commission** on 1300 891 848

## Need help?

**National Relay Service:** 133 677

If you want to speak in another language call **(TIS):** 13 14 50

If you need support and an advocate you can contact VALID [www.valid.org.au](http://www.valid.org.au) or RIAC [www.riac.org.au](http://www.riac.org.au)