

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

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:

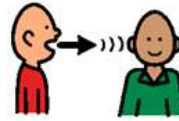
Tell us when you are not happy with our service



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



Visit our website

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
- **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 or RIAC www.riac.org.au