

# Your rights

MASS is committed to working with service users to bring about resolution/s of a complaint in a timely and effective way.

- If you are not satisfied with any of our services we offer, you have the right to complain.
- You have the right to privacy, confidentiality and dignity.
- You have the right to safety and to be safe when receiving services.
- The right to not be adversely affected by making a complaint
- You have the right to an advocate and support.

# Our Responsibilities

- Ensure that your complaint is responded to and acted upon in a timely manner.
- To respect your privacy and confidentiality throughout the process.
- To keep you informed of the progress and any actions taken.



# Feedback, Compliments and Complaints



## Contact Us

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P: 03 5775 2876

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

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

We welcome  
and respect all  
types of  
feedback.

Your feedback is  
important for our  
service  
improvement.

## Who can give feedback?

Anyone can give us feedback on our services. This includes NDIS and non NDIS participants, other people with a disability, friends, families, carers, advocates, workers, agencies etc.

## Types of feedback

### General Feedback:

You can tell us your ideas on how we might improve our service or how we might do things better.

### Compliments:

You can let us know when our service is meeting or going beyond your expectations. Let us know if you have appreciated the service. It helps to know when we are getting it right.







### Complaints:

Its important for us to know when we are not meeting your expectations and / or you are not happy about an experience with MASS.

We will respond to any complaints received within three working days.

## How can you give feedback?

There are many ways you can give feedback to us, including:

-  **Talking** in person directly to staff or management;
-  **Phoning** us & asking to speak to the service **Team Leader (Ph: 03 5775 2876)**;
-  **Emailing us:**  
**[feedback@autismmansfield.org.au](mailto:feedback@autismmansfield.org.au)**;
-  Filling in a **feedback or complaint form** - available from our office or website;
-  Using the contact us form on our website **Contact Us** page;
-  Links to general feedback and **evaluation forms** for the MAP service, Therapeutic Residential Placement and Camps are all available on our website. Feedback forms go directly to the service Team Leader.

## Need assistance?

Call us via the **National Relay Service:** 133 677  
Call us via **Translating and Interpreting Service (TIS):** 13 14 50  
**Advocacy Services;** contact VALID  
[www.valid.org.au](http://www.valid.org.au) or RIAC [www.riac.org.au](http://www.riac.org.au)

MASS can also arrange for an interpreter to help you with your feedback.

## Not satisfied with our response or would like to talk to an external agency?

If you are unhappy with the outcome of your complaint or you are more comfortable contacting an external agency, you can contact:

### Quality and Safeguarding Commission by

- Phoning: 1800 035 544 (free call from landlines) or TTY 133 677. Interpreters can be arranged.
- National Relay Service and ask for 1800 035 544.
- Completing a complaint contact form; [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

### Equal Opportunity and Human Rights Commission on 1300 891 848

**Disability Services Commissioner** - For complaints about disability service providers in Victoria that are funded by DHHS  
<http://www.odsc.vic.gov.au/>

**Office of the Victorian Information Commissioner** - For complaints regarding privacy breaches or access to information  
<https://www.cpdp.vic.gov.au>