

Our commitment

Autism NT is committed to providing high quality services to those in need, but sometimes we might get it wrong. You can let us know if we have made a mistake by providing constructive feedback.

Autism NT takes all complaints very seriously and welcomes them as an opportunity to improve the services we provide.

This brochure informs you of how you can make a complaint, and what to expect when you make a complaint.

What can I give feedback or make a complaint about?

You have a right to complain to Autism NT or an external agency regarding any incident or issue that occurs during the delivery of our services, or in connection with our services.

Your rights

We are committed to upholding your rights as a service user, including the right to:

- Be free from any reprisal following a complaint, such as any change to, or cancellation of, services.
- Be supported to report your complaint to an external body if you are not satisfied with the way we respond to a complaint.
- Be involved in decisions related to resolving a complaint.
- Have your privacy and confidentiality protected.
- Remain anonymous if you choose.

How to give feedback or make a complaint

You can submit a complaint by calling:

- Autism NT office 08 89484424 or
- Executive Officer: 0439801230

Filling and posting this Feedback Form to:

- Autism NT, PO Box 94, Nightcliff, NT, 0814

Fill and email this form to:

- autismnt@autismnt.org.au or
- secretary@autismnt.org.au

Visit our website and complete the form online - autismnt.org.au/feedback/

Make a complaint to an external agency

- Community Visitor Program (NT)
Freecall 1800 021 919
- NDIS Commission on 1800 035 544 (free call from landlines) or TTY 133 677.
- Darwin Community Legal Service (Top End) on 1800 812 953
- Disability Advocacy Service (Central Australia) on (08) 8953 1422.



Any inquiries please contact:

Phone: (08) 8948 4424

Fax: (08) 8948 4014

Mobile: 0439 801 230

Email: autismnt@autismnt.org.au

www.autismnt.org.au

Have your say.



Compliments Complaints Comments

Striving for
understanding,
opportunities and
valuing differences.

www.autismnt.org.au

Feedback form

Fill out the feedback form and tell us about your compliment, complaint or to make a comment or suggestion.

Please note that this form can be sent anonymously by leaving off your name and contact details.

Name (optional):

Email (optional):

Phone (optional):

I am a (select all that apply):

- Family member Friend
 Advocate Other

Expected outcome from feedback:

- Acknowledgement Answers
 Apology Action

Signed (optional):

Date:

Please note that some complaints can be resolved on the spot; however, others may require an investigation which can take time.

Autism NT will endeavour to resolve complaints as soon as we can, and keep you informed of the process.

Your feedback:

Possible resolution (if applicable):

Our complaints procedure

- Executive Officer will discuss with you (and your family/carer/advocate) all the details of the complaint, including the outcomes you would like to see.
- You will receive an acknowledgement of the complaint which will include the expected timeframe for your complaint to be resolved.
- If appropriate, we will conduct an investigation into the circumstances surrounding your complaint.
- You will receive information on the outcomes of your complaint and be given the chance to ask for a review or refer the complaint to the Darwin Community Legal Service (Top End) on 1800 812 953, or the Disability Advocacy Service (Central Australia) on (08) 8953 1422.
- We will use your complaint to review our systems, policies and procedures to improve our services.

Our obligations

For all complaints made to us we will:

- Treat all complainants with dignity and respect.
- Attempt to resolve the issue to the best outcome for all parties, within 14 days.
- Keep you informed of developments regarding your complaint.
- Maintain records regarding your complaint.
- Provide support to access translation, advocacy, or other support services where appropriate.
- Report any breaches of legislation to the relevant authority.