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1. How To Use This Document



- This document uses short, clear text. Images and symbols help to explain certain parts.
- Important words are in **bold green** text. They will appear thicker, darker, and **green** in colour.
- You can ask a family member, support person or AQ staff member for help to understand this document.

2. What is an incident?



An incident is when something happens that causes harm or could cause harm.

3. What is Autism Queensland's commitment to my rights?



AQ is committed to providing **high quality services**, but sometimes incidents happen.

We want everyone to understand how incidents are reported, managed and resolved to improve outcomes for our clients and services.

4. What should I expect when there is an incident?

If an incident happens, you have the right to:



be **supported** by a friend, advocate, interpreter or community elder.



ask **questions** about the incident management process.



be **safe** and **feel safe**.



be treated with **dignity** and **respect**.



privacy and **confidentiality**.



5. How to make a complaint to Autism Queensland



You can complain to AQ about any incident or issue that happens during the delivery of our services, or in connection with our services.

We will aim to promptly resolve your complaint, usually within 30 days.



We welcome **all feedback**, positive and negative.

You can submit a complaint **anonymously**. This means you do not have to provide your name or personal details.



You can **speak** to an AQ staff member.



Call us on (07) 3273 0000 (*Option 0*)

Monday to Friday from 8.30am to 4.30pm.



Write to us:

Autism Queensland, PO Box 354, Sunnybank Qld 4109

Email us at feedback@autismqld.com.au



Submit via our **website**

<https://autismqld.com.au/page/feedback>

6. How to make a complaint to the NDIS Commission



If you are unhappy with the way AQ handled your incident, or you have a complaint about the outcome, you can contact the NDIS Commission via their website: www.ndiscommission.gov.au or phone: 1800 035 544.



Your complaint **will not affect** your NDIS Plan or funding.

7. What if I need more support?

If you are not sure how to tell us about an incident or you are feeling worried:



Try writing down **what happened**, or **telling somebody** who can write it down for you, to help you remember it clearly.



Talk to someone you **know** and **trust** such as a family member, support person or AQ staff member.

You can ask that person to **help you** to lodge the incident.

You can also ask for **help and support** from an independent advocate.



An **independent advocate** is someone who can speak, act, or write on your behalf. Their job is to make sure you have choice and control over decisions in your life.



askizzy.org.au

Infoxchange

You can search for an independent advocate via
askizzy.org.au



If you need **translating** or **interpreting** services, you can contact:

- Translating and Interpreting Service 131 450 or TTY 33 677
- The **National Relay Service** on 1800 035 544

8. Further Information

These policies are available on our **website**:



- Complaints & Feedback Management Policy
- Client Service Charter
- Clients' Rights Policy
- Privacy Policy

If you have any **questions** about an incident, **please talk to us**.