



Privacy and complaints



Your say
Advocacy Tasmania

Privacy Policy

You have a right to privacy and we must keep your information confidential. To make sure we do this, we have a Privacy and Confidentiality Policy.

We will:

- Explain our policy to you when you become a client of ours.
- Give you a copy of our policy if you ask for it.
- Only get personal or sensitive information such as your name, contact details or health information directly from you, or with your permission.
- Only collect information about you that we need in order to help you, or to meet our funding requirements.
- Keep your information secure and only share it with your permission.
- Perhaps share your information anonymously with our funding bodies, or if we have to by law.
- Normally hold your information for seven years. We can help you view and update it during this time.

You can choose to deal with us anonymously. If so, we will explain how this may change how we can help you.

Complaints Policy

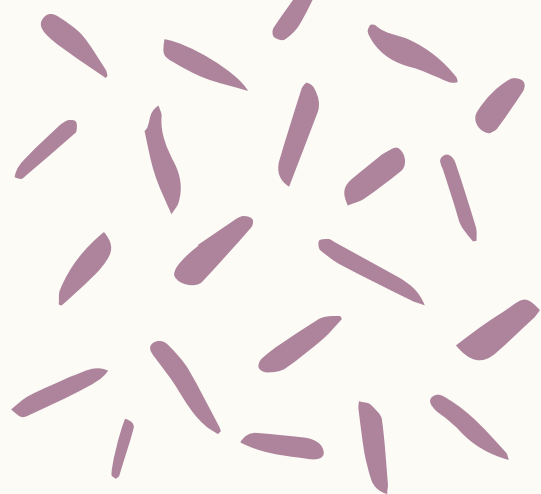
If you are not happy with our service, we encourage you to give us feedback or make a complaint. We depend on your feedback to improve our service.

Under our Complaints Policy, you have a right to:

- Make a complaint in writing or by speaking with us.
- Not face any negative consequences for speaking up.
- Have someone independent help you complain.
- Contact an external complaints body at any time.

If you complain direct to us, we will:

- Investigate your complaint promptly, fully and objectively.
- Keep you informed about the progress and outcome of your complaint.
- Tell you about any other choices you may have.
- We can help you get support somewhere else, or arrange a free interpreter.



Complaints Process

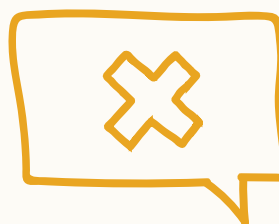
Step 1

We encourage you to discuss your concerns with your advocate.



Step 2

If you tell your advocate you are not happy with their response, your advocate will raise your concerns with their manager, or you can contact the manager directly. Our contact details are on the back of this brochure.



Step 3

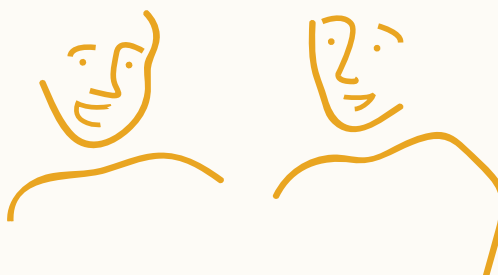
After an Advocate's manager receives a complaint, they will:

- Contact you within five working days.
- Try to resolve the complaint within ten working days.



Step 4

If the manager cannot resolve your complaint, they will raise your complaint with a more senior manager. The senior manager will contact you.



Step 5

You can also choose to write a letter or email our CEO (Chief Executive Officer) ceo@yoursaytas.org





How to get in contact with us:

Freecall **1800 005 131** or on a mobile call **(03) 6224 2240**.

You can text us on **0457 806 963**, or email **contact@yoursaytas.org**

You can also write to us at **PO Box 426, Sandy Bay, TAS 7006**

Visit **www.yoursaytas.org** to find out more.

Other services:

Mental Health Advocacy Statewide Mental Health Services:
1800 332 388

Alcohol and Other Drugs Advocacy Alcohol and Drug Services:
1300 139 641

Disability Advocacy Complaints Resolution and Referral Service: **1800 880 052**
The Department of Health and Human Services: **1300 135 513**
Department of Social Services Feedback Coordination Team: **1800 634 035**

Older Persons Advocacy The Department of Health:
1800 020 103

SUPPORTED BY



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Visit **www.dss.gov.au** and
www.health.gov.au for more information.