

## Compliments

While it is important to tell us what we are doing wrong, it is just as important to tell us what we are doing well.

We undertake to improve our service delivery by changing our policies and procedures as a result of complaints made by you, but we also want to know the things that we do well so that we can learn from them; cement them into our practice; incorporate them elsewhere in our organisation - in other programs or other regions.

If you have a compliment, you can let us know by telephoning, emailing, faxing or dropping us a line by using the online contact form on our website at

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



## Contact Details

### Head Office, South

Location:  
Advocacy Tasmania Inc.  
Suite 6, 236-244 Sandy Bay Road  
Sandy Bay, TAS 7005

Mailing Address:  
PO Box 426  
Sandy Bay, TAS 7006

Freecall: 1800 005 131  
Office: 6224 2240  
Fax: 6224 2411  
Email:  
[advocacy@advocacytasmania.org.au](mailto:advocacy@advocacytasmania.org.au)

### North

Advocacy Tasmania Inc.  
9/216, Charles Street  
Launceston, TAS 7250

Office: 6331 0740  
Fax: 6331 9919  
Email:  
[advocacynorth@advocacytasmania.org.au](mailto:advocacynorth@advocacytasmania.org.au)

### North West

77 Best Street  
Devonport, TAS 7310

Office: 6441 0201  
Fax: 6423 1900  
Email:  
[advocacynw@advocacytasmania.org.au](mailto:advocacynw@advocacytasmania.org.au)



*“Working to Protect  
Your Rights”*

**Making Sure We  
Protect Your  
Right to Privacy  
and Your  
Right to Complain  
About Us**



<http://www.advocacytasmania.org.au>

## Privacy Policy

As a client of ATI, your rights to confidentiality and privacy are protected by the *Privacy Act 1988* (Cth) and the *Personal Information Protection Act 2004* (Tas). Our Privacy Policy meets its legal obligations to ensure your privacy is respected.

- We will tell you about our Privacy Policy.
- We will offer you this brochure and a copy of our Privacy Policy.
- We will seek your permission to collect your information and we will only collect that information that is necessary to -
  - help resolve your concerns
  - meet our funding obligations by collecting non-identifying (anonymous) data
- We will accurately record your information.
- We will only share your information with your permission
- We will provide secure storage and disposal of your information
- We will support you to access your information and if necessary, we will correct inaccurate or out-of-date information.
- We will discuss with you any legal or other requirements that limit the information we can make available to you.
- We will respect your decision to remain anonymous while explaining how this would impact on our ability to advocate for you.

## Making a Complaint

If you believe we have breached your privacy, or you wish to make a complaint about our service, you can lodge your complaint in writing to the -

**CEO  
Advocacy Tasmania Inc.  
PO BOX 426  
Sandy Bay 7006 TAS**

If the CEO is unable to resolve the complaint to your satisfaction, your complaint will be referred to the Board of Management of Advocacy Tasmania Inc. for resolution or you can write directly to the Board of Management in the first instance.

If you still feel that your complaint has not been resolved to your satisfaction, you can contact the following external bodies -

The Health Complaints Commissioner:  
1300 766 725 freecall: 1800 001 170

Your Local Member of Parliament  
(State or Federal): (See phonebook)

The Department of Health and Human Services  
1300 135 513

Complaints Resolution and Referral Service:  
1800 880 052

Office of the Privacy Commissioner:  
1300 363 992

Assistant State Manager, Department of Health and Ageing: 6221 1475

**We will assist you to contact an external body if you wish**

## Complaints Policy

As a client of ATI, we encourage you, without fear of retribution, to complain if you are not satisfied with any aspect of the service you have received from us.

ATI is committed to continually improving the quality of its service delivery and welcomes your compliments and complaints as valuable assistance for ensuring that we provide the best possible services for our clients.

Your complaint will be investigated promptly, thoroughly and objectively. You will be kept informed during the process, and advised of the outcome, including any further remedies available to you.

You are entitled to have support or representation from an independent advocate, friend, family member, or community worker during the complaint process. We will assist you in obtaining external representation if you wish.

You may also be entitled to the services of an interpreter which will be provided to you at no cost.

Initially, you may choose to discuss your complaint with an advocate or the CEO at which point your complaint may be resolved to your satisfaction. If it is not resolved to your satisfaction, or you choose not to take the option of discussing the matter first, you will need to put your complaint in writing.

ATI will assist you to contact an independent person to support you to do this.