



## How to access our Service:

For Adelaide and surrounding suburbs:  
See the map on the left.

For regional and rural areas  
of South Australia.

Please call the toll free  
number:

**1800 088 325**

Disability Advocacy and Complaints Service of SA  
470 Marion Road  
Plympton Park SA 5038

Phone: 08 8297 3500  
Fax: 08 8297 1155  
Country: 1800 088 325  
TTY: 08 8297 4144  
Email: [drigney@dacssa.org.au](mailto:drigney@dacssa.org.au)  
Website: [www.dacssa.org.au](http://www.dacssa.org.au)



**Disability Advocacy and  
Complaints Service of  
South Australia**  
Incorporated



**TO COMPLAIN IS OK  
CALL 8297 3500**

**TTY 8297 4144**

**COUNTRY 1800 088 325**

## How we can help



Employees, Volunteers and Management at the Disability Advocacy and Complaints Service of South Australia Inc. are strongly committed to the human rights and fundamental freedoms, social justice, dignity and equal status of all people with disabilities.

The Disability Advocacy and Complaints Service of South Australia Inc. is committed to consulting with people with disabilities about emerging issues, educating the community to increase disability awareness, pointing out human rights abuses, and to providing an excellent service.

## What we do

We help people with disabilities and mental health problems to resolve complaints and grievances related to their disability.

We assist people with disabilities to fight discrimination and to exercise their rights.

We provide information and support for self advocates.

### Who can use our service?

Any person with a disability or with a mental health problem, people who support a person with a disability, and members from the wider community with concerns related to living with a disability can ask for assistance and information.

**The Disability Advocacy and Complaints Service of South Australia Inc. is part of the National Disability Advocacy Program funded by the Commonwealth Government's Department of Family, Housing Community Services and Indigenous Affairs**

We can assist you to address your grievances or resolve your complaint by:

- Developing and planning a strategy with you,
- Attending meetings with you and taking notes,
- Helping you write letters
- Making inquiries and obtaining documents with your permission,
- Supporting you in the Guardianship Board and other tribunals
- Referring you to appropriate agencies

### What we cannot do:

- Assist you if your complaint is not disability related,
- Act against your expressed wishes (if you are the person with a disability most affected by the outcome)
- Provide legal advice
- Provide diagnostic advice
- Provide financial support;
- Act as social workers, counselors, or case managers.

## How does it work?

Anyone with a problem or a question can give us a call. We will provide information, refer to other services and/or agree to assist with the complaint.

We arrange for an initial interview, either at the office or at the person's home.

At the first interview we explore the issues and strategies. We agree on a plan of action with the person and act only with the strict and explicit permission of our clients.

When all avenues have been exhausted or a positive outcome has been achieved, we close the issue.

### Service Charter

(abbreviated)

1. Nothing can be done without your consent
2. We are obliged to provide you with all the information we have available
3. We will maintain your privacy and uphold confidentiality.
4. You have the right to complain about any aspect of our service, we welcome your feedback, as we are keen to improve our service.
5. Anyone has the right to view any of our policies.