

Complaints about the Restrictive Practices Unit



Restrictive
Practices Unit



Easy Read information.



This guide uses simple words and pictures to explain information. This makes information easier to understand.

This guide has some hard words. The word will be written in **bold**.

We explain what the hard word means.

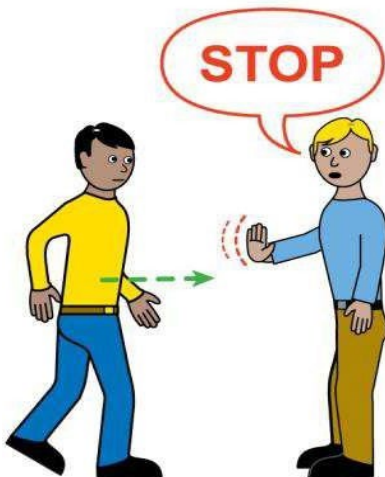
This guide is written by the **Restrictive Practices Unit**.



The Restrictive Practices Unit are people in Government who make sure that laws for restrictive practices are followed.

What is a restrictive practice?

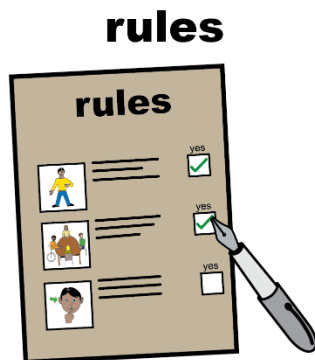
Restrictive practices can stop you from going places and doing things you want.



Restrictive practices can take away your choices.

A restrictive practice should only be used when you act in ways that makes you or other people unsafe.

There are rules and laws about how a restrictive practice is used.



The Restrictive Practice Unit is a government organisation that makes decisions about the use of restrictive practices.

Complaints about the Restrictive Practices Unit.



This guide tells you how to put in a **complaint** if you are not happy about how you or someone else was treated by the Restrictive Practices Unit.

A complaint is when you tell someone that:

- Something has gone wrong.
- You are not happy about what a person said or did.



You can ask us to fix the problem.

You will not lose your care support when you make a complaint, or get into trouble.

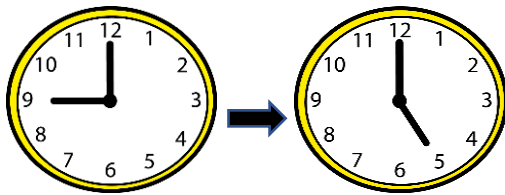
How to make a complaint about the Restrictive Practices Unit.

You can make a complaint about the Restrictive Practices Unit by contacting them.



Call us:

1800 862 004

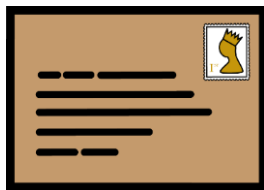


You can call us Monday to Friday between 9:00am and 5:00pm.



Email us:

DHSRestrictivePracticesUnit@sa.gov.au



Write to us:

Restrictive Practices Unit

PO Box 70

RUNDLE MALL SA 5000

Complaints about the Senior Authorising Officer.



Complaints about the **Senior Authorising Officer** are different.

The Senior Authorising Officer is the person in charge of the Restrictive Practices Unit.

Complaints about the Senior Authorising Officer can be made to the Department of Human Services.

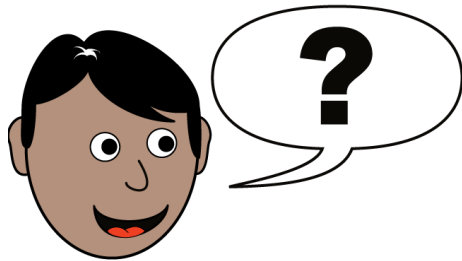
The Department of Human Services has a webpage where complaints can be made.

This is the web page address:

<https://dhs.sa.gov.au/contact/feedback-and-complaints/how-can-i-make-a-complaint-or-provide-feedback>



Ask for help.



You can ask a friend, family member or **disability advocate** to help you.

A disability advocate is someone who helps people with disability so they are treated fairly.

You can find a disability advocate at one of these websites:



- Disability Advocacy and Complaints Service of South Australia

<https://www.dacssa.org.au>

- Independent Advocacy SA

<https://independentadvocacysa.org.au>



- Advocacy for Disability Access and Inclusion

<http://advocacyfordisability.org.au>

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Written by the Restrictive Practices Unit – Department of Human Services.