



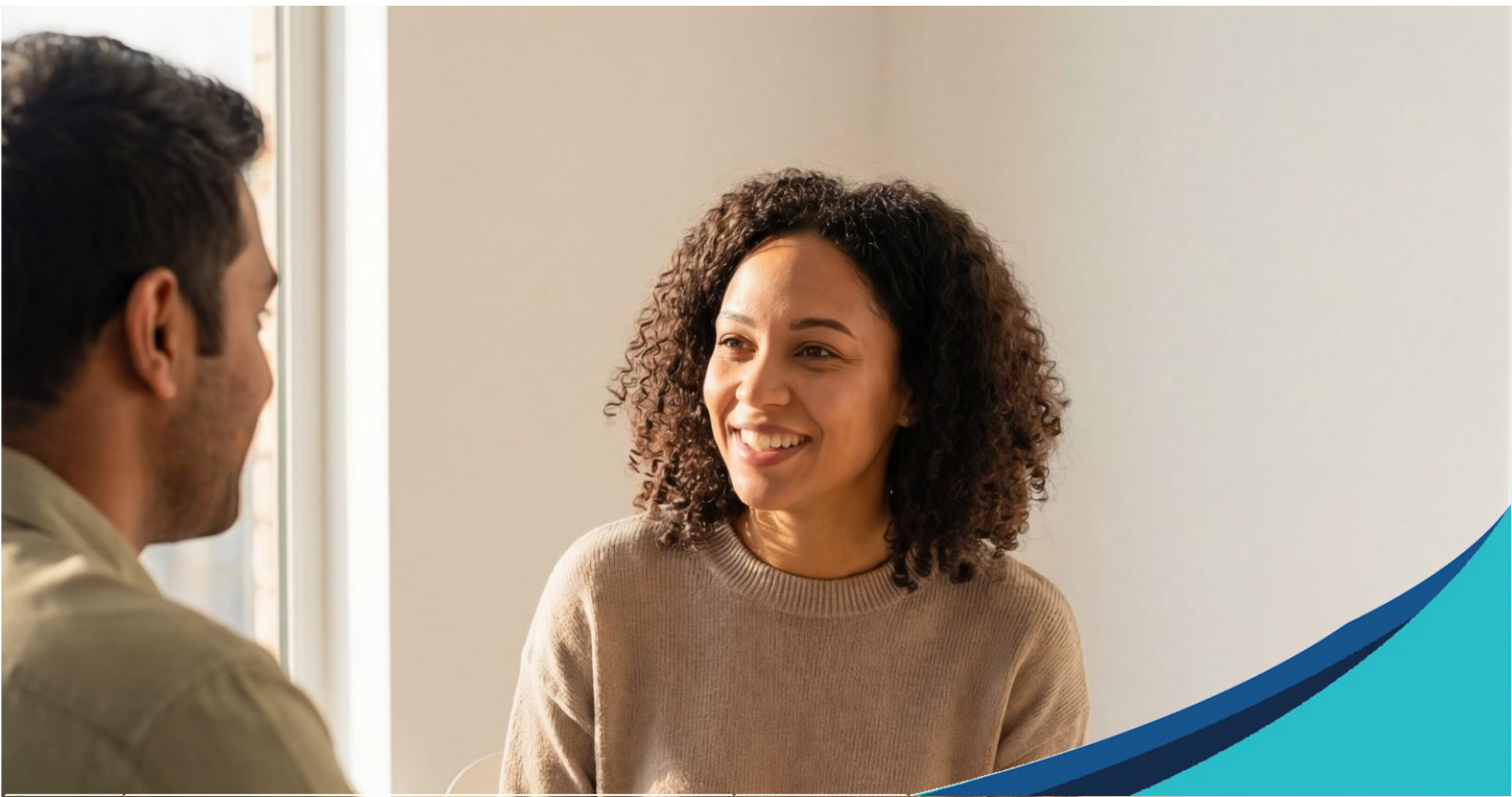
OFFICE OF THE PUBLIC ADVOCATE SOUTH AUSTRALIA

Office of the Public Advocate South Australia (OPA)

Feedback and Complaints

Easy Read Fact Sheet

May 2026



How to use this fact sheet



The Office of the Public Advocate (OPA) wrote this fact sheet.

When you see the word 'we' or 'us', it means OPA.



We wrote this fact sheet in an easy to read way.

We use pictures to explain some ideas.



This Easy Read fact sheet is a summary of another fact sheet.



The other fact sheet explains how OPA makes decisions.



This Easy Read fact sheet only includes the most important information.



You can find the full fact sheet on our website.

Go to www.opa.sa.gov.au

Then search for “welcome pack”.



You can ask for help to read this fact sheet.

A friend, family member or support person may be able to help you.

About OPA



Office of the Public Advocate South Australia (OPA) helps adults who need support to make important life decisions.



We help protect the rights of adults in South Australia.



You can learn more about OPA on our website.

www.opa.sa.gov.au

Feedback



Feedback is when you tell us what you think about our service.



You can tell us if you are happy with our service.



You can also tell us if you are unhappy with our service.



Feedback helps us improve our services.

Complaints



A complaint is when you tell us something is wrong.



You can make a complaint if you are not happy with our service.



We will listen to you and look into the problem.

We may ask:



- what happened
- when it happened
- your contact details



A response will be sent within 21 days.



The response will include:

- what was found
- what will happen next

Ombudsman SA



If the complaint does not solve the problem, you can contact the South Australian Ombudsman.

The Ombudsman does not work for OPA.



The Ombudsman checks if we have followed the rules.



If OPA made a mistake, the Ombudsman may ask us to fix it.



You can contact the Ombudsman if you are still unhappy.

Contact us (OPA)



You can contact us to give feedback or make a complaint.

We are open Monday to Friday, 9am to 5pm.



Call us

1800 066 969



Email us

OPA@agd.sa.gov.au



Website

www.opa.sa.gov.au



Write to us

Office of the Public Advocate

GPO Box 464

ADELAIDE, SA 5001

Contact OPA – Accessibility



If you are deaf or have a hearing impairment or speech impairment, you can contact us through the National Relay Service (NRS).



TTY (Teletypewriter)

133 677 then ask for 1800 066 969



Speak and Listen

1300 555 727 then ask for 1800 066 969



Internet relay users

internet-relay.nrscall.gov.au

Contact Ombudsman SA (OSA)



Call the Ombudsman

08 7322 7020



Free call

1800 182 150 (outside metro SA)



Write to the Ombudsman

Ombudsman SA

PO Box 3651

RUNDLE MALL, SA 5000

Kaurna Country