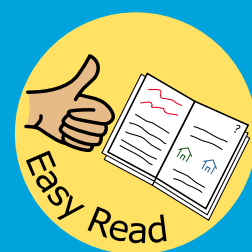


What to do when you are not happy with the services you get

Complaints Policy





Accessibility

This document is also available on the internet at www.dhs.vic.gov.au/disability

Published by the Victorian Government Department of Human Services, Disability Services Division, Melbourne, Victoria, Australia. September 2007

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(0610607) September 2007

Who is this information for?

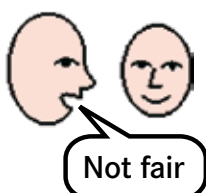


Any person who gets disability services and wants to know how to make a **complaint**.



Important information

- It is okay to make a **complaint**.
- Make sure you tell someone about your complaint straight away so that your complaint can be solved quickly.
- The new law tells disability service providers that you must not get into trouble or be treated in a bad way for making a **complaint**.
- You have the right to tell your disability service provider that you are not happy with the services you get.



complaint

You are treated in a way that makes you not happy and you let someone know the reason. A complaint may be about a service, a person or something else.



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About this information



- This symbol tells you that this information is written in an ‘easy-to-read’ way.
- Photos and line drawings are used to highlight key points.



To help you understand this written information your disability service provider can use:

- clear and simple language
- natural gesture and key word signing
- line drawings, photos or real objects.

If you need more help to understand what this information means for you, you can ask your **support person** for help.



support person

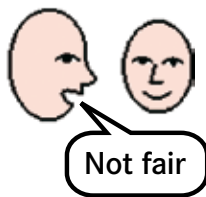
Someone who helps you say what you think. This person may be a friend, family member, advocate or a person who works with you. You can choose who you want to speak on your behalf.

What does the new law say about complaints?

The **new law** tells disability service providers that:



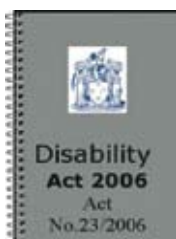
- you have the same rights as everyone else



- you should know how to make a complaint to your disability service provider



- if you are still not happy you should know what else you can do.

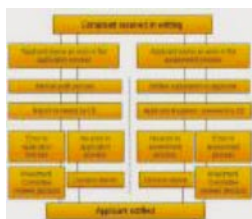


new law

From the 1st of July 2007 the Disability Act 2006 is the new law for people with a disability

What does the new law say about complaints?

The new law tells **disability service providers** that:



- there needs to be a complaints process



- they need to listen to your complaint and help you fix the problem



- the Disability Services Commissioner will look into and talk to disability service providers about complaints.



disability service providers

A service that can help you to do things like living at home, day activities and going out. This may be a government or a community service organisation. A disability service provider must follow the rules of the new law.

What can you complain about?

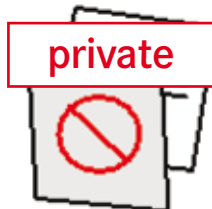
For example, you can complain about:



- a support worker who helps you
For example, a support worker being mean to you.



- feeling scared to talk about your complaint
For example, your support worker tells you that you will lose your services if you complain.



- someone tells your private information to other people



- where you live
For example, your disability service provider is not fixing something that is broken in the house.



- where you work
For example, someone at work steals from you.

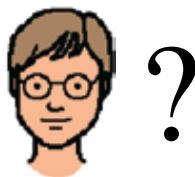


What information should you give when you are making a complaint?

You should give information on:



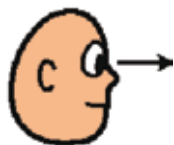
- what happened



- who was involved



- when it happened



- names of people who saw it happen



- how this made you feel.

Who can help you make a complaint?

To help you make a complaint you can ask a:



- friend



- family member



- support worker



- case manager



- **advocate.**



advocate

A person who helps you say what you think. You can choose who you want to speak on your behalf.

Will you get into trouble or lose your services for making a complaint?



No, you will not get into trouble.

It is your **right** to make a complaint when you are not happy with the services you get.

The disability service provider must make sure that you are not treated in a bad way because you made a complaint.



Important information

- You should feel safe to complain.
- You can ask your support person to help you make a complaint.
- The new law tells disability service providers that you must not get into trouble for making a complaint.

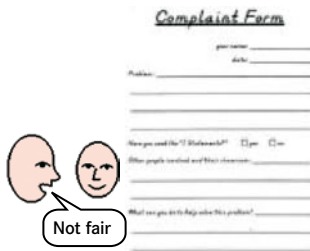


right

Everyone should be treated in the same way. You should be in charge of making decisions about your life.

What must your disability service provider tell you about making a complaint?

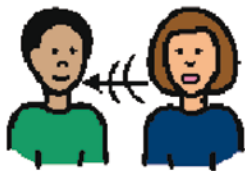
Your disability service provider must:



- give you written information about how to make a complaint



- tell you what the **complaints process** is
For example, Who you can go and complain to.



- tell you what is happening with your complaint



- let you know what else you can do.

!! If you are still not happy, you should know who else to speak to.



complaints process
There are steps you need to follow when making a complaint. This is called a complaints process.

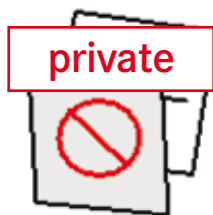


What must your disability service provider do when you are making a complaint?

Your disability service provider must:



- listen to what is wrong and help you fix the problem



- treat your complaint as private



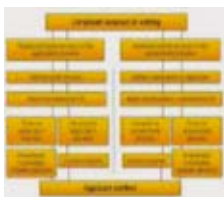
- deal with your complaint quickly



- make sure you are not treated in a bad way



- not ask you for money for helping you with your complaint.



What are the steps for making a complaint?

The complaints person at your disability service will:

1



- talk to you about your complaint and try to fix the problem for you

You may ask your support person for help to tell your disability service provider what you want to say.

2



- try to solve your complaint

Your disability service provider may need to speak to other people who were involved.

3



- if you are not happy you can ask for another meeting with your disability service provider

4

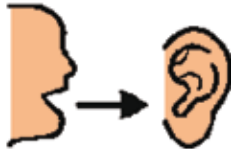


- if you are still not happy a person called the Disability Services Commissioner can help you.



How can the Disability Services Commissioner help you?

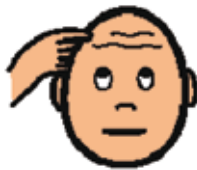
The **Disability Services Commissioner** can:



- listen to a complaint about a disability service provider



- hear your complaint if you feel that your disability service provider has not helped you



- decide how to help you. For example, speak to your disability service provider or ask for a meeting between you and your disability service provider.



Important information

- When you make a complaint you should speak to your disability service provider first.
- If you are scared or you think you will get into trouble for making a complaint about your disability service provider, you can speak to the Disability Services Commissioner first.



Disability Services Commissioner

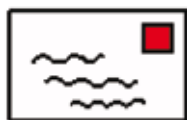
A person who looks into and talks to a disability service provider about complaints. This person's name is Laurie Harkin. This person does not take sides.

What can happen when you make a complaint?

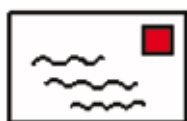
You may get a:



- better service for you and other people



- letter to say sorry

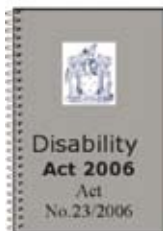


- letter to tell you why this happened



- letter to say there is nothing we can do.

What do these words and pictures mean?



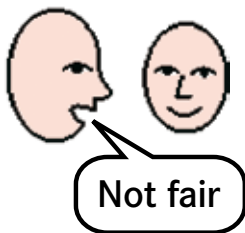
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disability service provider

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important information

This means that this information is very important.



Disability Services Commissioner

A person who looks into and talks to a disability service provider about complaints. This person's name is Laurie Harkin. This person does not take sides.



Where can you go for more information?



www.dhs.vic.gov.au/disability



disability.legislation@dhs.vic.gov.au



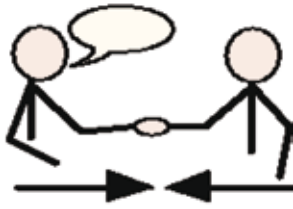
1300 366 731

9 am – 5 pm Monday to Friday



TTY: (03) 9096 0133

For people who are deaf or have hearing, speech or communication difficulties.



Acknowledgments

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