

Accessible formats

Please contact us to obtain information in a variety of formats about our service, people's right to make a complaint and resources for service providers.

Do you need an interpreter to make a complaint?

We can arrange for an interpreter. There is no cost for this.

Contact us

Phone

1800 677 342

Fax

8608 5765

Email

complaints@odsc.vic.gov.au

TTY

1300 726 563

National Relay Service

www.relay.service.gov.au and then
1800 677 342

Skype

Available by appointment during
business hours

Web

www.odsc.vic.gov.au



It's
OK
to complain

www.odsc.vic.gov.au

Independent | Free | Confidential

The Disability Services Commissioner (DSC) is an independent oversight body resolving complaints and promoting the right of people with a disability to be free from abuse.

Our complaints service is entirely independent, free and confidential.

How can DSC help you?

If you are unhappy with the service provided by your Victorian disability service, you can talk to us. You can

- make an enquiry or ask for information
- ask for coaching on how to talk to your service provider
- make a complaint and get our help to resolve it

Anyone can call us. You may be a

- person with a disability
- family member or friend of someone with a disability
- staff member
- carer
- member of the community

You have the right to make a complaint.

What complaints can DSC take?

We can take complaints about services provided by a regulated Victorian disability service provider. This includes disability services that are funded by the Department of Health and Human Services (DHHS), Transport Accident Commission (TAC) and the National Disability Insurance Scheme (NDIS).

If you are not sure whether we can take your complaint, you can still contact us. Even if we can't handle your complaint, we may be able to help you find the right place to go.

This includes complaints about NDIS planning by Local Area Coordinators.

Why should I make a complaint?

It's important that service providers know when you aren't happy. This helps them make changes that will make things better for everyone.

Making a complaint is a great way to improve services.

What happens to my complaint?

DSC assesses all complaints. Sometimes, complaints may be resolved during the assessment phase. If the complaint cannot be informally resolved through assessment, DSC may choose to refer the complaint to conciliation or investigation.

The purpose of conciliation is to assist people to reach an agreement on how the complaint can be resolved. In an investigation, DSC can compel service providers to provide information, and, if we think the complaint is justified, issue them with a Notice to Take Action to improve services.

