

# Complaints

How to make a complaint at Able Australia



Easy to read

This brochure is in easy English.

Disability Services Victoria

## What is a complaint?



A complaint is where you have a problem that you want to get fixed. You tell someone about the problem.



It might be a problem with:

- The Able Australia service you go to
- Someone at your Able Australia service
- Something else about Able Australia.

If you or other clients are unhappy you can make a complaint.

A complaint is not a crime. A crime is when somebody does something wrong that is against the law.

## Who can you complain to?

**Your Team Leader / Co-ordinator**

**Name:**

**Phone:**

**Email:**

**Your Service Manager**

**Name:**

**Phone:**

**Email:**

**Your National Manager**

**Name:**

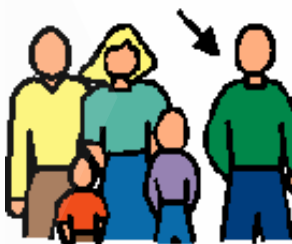
**Phone:**

**Email:**

**Get the complaint form from our website:  
[www.ableaustralia.org.au/feedback](http://www.ableaustralia.org.au/feedback)**



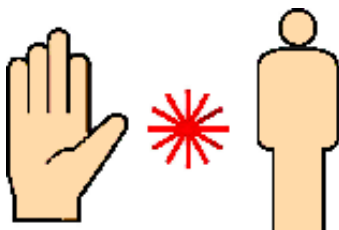
At any time you can ask someone to help you make a complaint. You can ask:



**Someone from your family**

**A friend**

**A staff member**



**You can get more help to make a complaint**

You can ask for more support. You can request a list of advocacy groups or visit the National Disability Advocacy Programme Provider Finder at: [www.dss.gov.au/NDAPfinder](http://www.dss.gov.au/NDAPfinder)

## Are you still unhappy?

### You can talk to



#### Your Able Complaints Representative

Phone: 1300 225 369

Email: [info@ableaustralia.org.au](mailto:info@ableaustralia.org.au)

#### Able Australia Chief Executive Officer

Kate MacRae

Phone: 1300 225 369



#### Department of Health and Human Services

Phone 1300 884 706



#### Disability Services Commissioner

Phone 1800 677 342

Email [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

Website [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

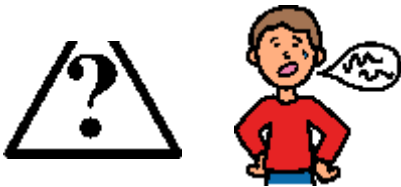


#### National Abuse and Neglect Hotline

Phone: 1800 880 052

TTY 1800 301 130 | NRS 1800 555 677 | TIS 13 14 50

## How do you make a complaint?



- Talk to the person
- Write a note to the person
- Ask someone you know to tell the person
- Make a phone call
- Send a fax
- Send an email



**If your complaint is not fixed, talk to someone else.**

**You should not be treated unfairly.**

For more information about complaints please contact Able Australia, phone 1300 225 369.

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