

Complaints

2. Complaints under the Victorian Disability Act 2006

The Victorian Disability Act 2006 provides for better and clearer complaints and review systems.

The Act also established the Disability Services Commissioner, an independent complaints body whose role is to assist in the resolution of complaints about DHS funded disability services.

The Act states disability service providers must allow service users to have access to advocacy support.

Service providers must also:

- Have a clear process for managing complaints about their services.
- Make sure that people who use their service know how to make a complaint.
- Service providers have to report to the Disability Services Commissioner about the number of complaints they receive.

For advice or assistance with a complaint about a disability service provider the Disability Services Commissioner can be contacted on 1800 677 342.

For more information about advocacy organisations click on this link:

- www.daru.org.au

For more information about complaints click on these links:

- www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/complaints-and-review
- **Easy read:** www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/easy-read-information/making-complaints
- **Audio:** www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/information-sheets-audio

- **Community languages:** www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/information-sheets-in-community-languages

For more information about the Disability Services Commissioner click on the following links:

- www.odsc.vic.gov.au
- **Easy read:** www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/easy-read-information/help-with-complaints