

7. Helpful web links

1. The Victorian Department of Human Services website

For more information about complaints click on the following link:

www.dhs.vic.gov.au/disability/improving_supports/disability_act_2006/complaints_and_review

2. The Victorian Disability Services Commissioner

Do you need some assistance to resolve a complaint with a disability service or service provider? The Disability Services Commissioner can provide a free and confidential service to assist.

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

www.odsc.vic.gov.au

The Disability Services Commissioner has a series of 'Occasional Papers' or stories about complaints. For more information click on the following link:

www.odsc.vic.gov.au/occasional-papers

For an Auslan signed video about the Disability Services Commissioner click on the following link:

www.odsc.vic.gov.au/auslan-information

3. Community Visitors

Community Visitors are independent volunteers appointed by Governor-in-Council under the Disability Act 2006, and managed by the Office of the Public Advocate. Community Visitors visit the premises of registered disability service providers and department-managed disability services where residential services are being provided. They report on the quality and standard of care and support provided to residents.

For more information about Community Visitors click on the following links:

www.publicadvocate.vic.gov.au/our-services/community-visitors

www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/residential-services#content-heading-3

Easy read:

www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/easy-read-information/good-support-and-services

Audio:

www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/information-sheets-audio/information-sheet-9-community-visitors

Community languages:

www.dhs.vic.gov.au/for-individuals/disability/your-rights/disability-act-2006/information-sheets-in-community-languages#content-heading-3

4. Advocacy Services

The Act says people with a disability can contact advocacy organisations to help them if they have a complaint.

The Disability Advocacy Resource Unit or DARU has a list of those services. Click on the following link:

www.daru.org.au/organisations

For more information about disability advocacy services click on the following link:

www.dhs.vic.gov.au/for-service-providers/disability/protecting-rights/disability-advocacy

5. Tell Some One

The Tell Some One website has been made to give information to anyone in the community who may have been hurt by family violence.

The website can help people find out what to do and where to go for help.

For more information click on the following link: www.tellsomeone.org.au