

# What complaints can we take?

We can take complaints about:

- Department of Health and Human Services (DHHS) transfer / in-kind group homes and funded disability services
- Transport Accident Commission (TAC) funded disability services

If you are not sure whether we can take your complaint, you can still contact us.

If we can't handle your complaint, we will help you find the right place to go.

For complaints about NDIS funded supports and services contact **NDIS Quality and Safeguards Commission** on 1800 035 544 or email [contactcentre@ndiscommission.gov.au](mailto:contactcentre@ndiscommission.gov.au)

## Contact us

**Phone** 1800 677 342  
**Fax** 8608 5765  
**Email** [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

If you are deaf or hard of hearing call  
**TTY** 1300 726 563 or  
**National Relay Service**  
[www.relayservice.gov.au](http://www.relayservice.gov.au) and then 1800 677 342

**Skype** Available by appointment during business hours

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



We acknowledge the traditional Aboriginal custodians of country throughout Victoria and pay our respects to them, their culture and their Elders past, present and emerging.

**Artwork by Gary Saunders**

(A Bangerang, Wiradjuri, Yorta Yorta & Dja Dja Wurrung man)



From  
1 July 2019

It's  
**OK**  
to complain

about Victorian funded disability services

[www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)  
Independent | Free | Confidential

# You have the right to make a complaint

The Disability Services Commissioner resolves complaints and promotes the right of people with a disability to be free from abuse.

**Our service is**

- 🌀 independent
- 🌀 free
- 🌀 confidential

# Why should I make a complaint?

It's important that disability services 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.

**You can make a complaint anonymously**

When you make a complaint we will explain the process to you.

# How can we help you

You can ask us for

- information
- advice on how to talk to your service provider
- help to make a complaint

## Anyone can call us

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