



INDEPENDENT DISABILITY SERVICES



Complaints

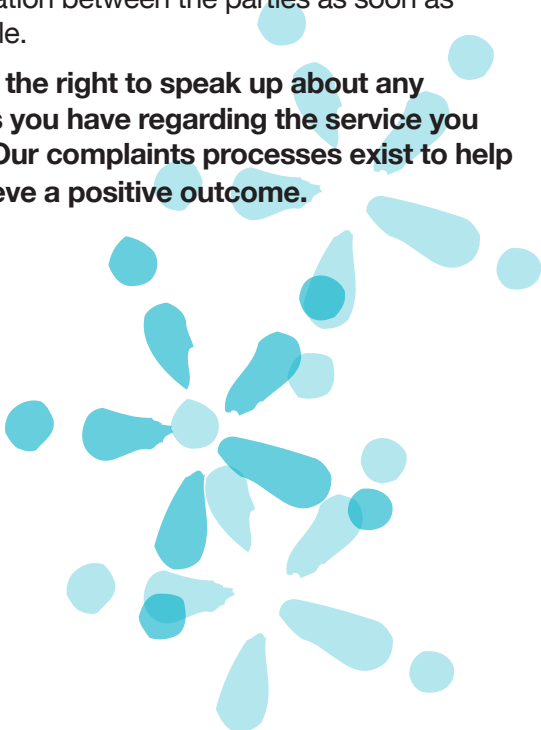
Changing lives, empowering people

Independent Disability Services (IDS) recognises the needs of people with disabilities. You have the right to be treated with courtesy and respect by IDS staff and receive support that respects your culture, beliefs, personal characteristics and values.

We take all complaints seriously and are committed to:

- Systems that promote transparency, justice and fairness;
- Addressing client complaints in a just and timely manner;
- Using complaints to improve the quality of our services and gain new perspectives;
- Ensuring that complaints do not disadvantage our clients in any way;
- Resolving complaints fairly by discussion and negotiation between the parties as soon as possible.

You have the right to speak up about any concerns you have regarding the service you receive. Our complaints processes exist to help you achieve a positive outcome.



How to complain

- Initially you should discuss your complaint with your IDS team member or support worker, they will work with you to try to find a way to fix the problem. Talking can sometimes sort out the problem without going through a formal process.
- If your IDS team member cannot help, you can make a formal complaint. This will go to a member of the IDS management team. You can make a formal complaint:
 - in writing to:
IDS Complaints
Level 3, 60 Leicester Street
Carlton, Victoria 3053
 - by telephone: **03 9340 5100**
 - by email: **admin@idsa.com.au**

If we cannot satisfactorily resolve your complaint you can refer it to the Disabilities Services Commissioner.

If you are a client who receives funding through the NDIA you can make a complaint to them.

- **Telephone: 1800 800 110**

You can also send an email to:

- **feedback@ndis.gov.au**

Our Commitment

- Complaints are examined in a manner that is courteous, fair and just;
- Complaints are managed in an efficient and timely manner – receipt of all complaints will be acknowledged within 24 business hours and processing timeframes advised;
- There will be no retribution or any disadvantage resulting from the lodgement of a complaint;
- All matters connected with complaints are treated by IDS in a way that ensures confidentiality and meets privacy legislation requirements
- Clients can request that a family member or independent representative assists them throughout the complaints process;
- At the conclusion of the assessment process complainants will be provided with a response;
- If complainants are dissatisfied with the response they will be advised of the process for internal review;
- If complainants are still dissatisfied with the outcome of internal review they will be advised of any relevant external mechanisms;
- Complaints will be managed in a way so that an actual or perceived conflict of interest does not arise.

If your complaint is not resolved to your satisfaction by IDS, you can refer it to:

Office of the Disability Commissioner

Telephone 1800 677 342

www.odsc.vic.gov.au

Or other specialised services:

Victorian Equal Opportunity and Human Rights Commission

Telephone 1300 292 153

www.humanrightscommission.vic.gov.au

Ombudsman Victoria

Telephone 9613 6222 or 1800 806 314

www.ombudsman.vic.gov.au

Office of the Victorian Privacy Commissioner

Telephone 1300 666 444

www.privacy.vic.gov.au

Consumer Affairs Victoria

Telephone 1300 558 181

www.consumer.vic.gov.au

National Disability Insurance Agency

Telephone 1800 800 110

www.ndis.gov.au

Independent Disability Services Inc.

Level 3, 60 Leicester Street,
Carlton, Victoria 3053

T. 03 9340 5100
F. 03 93405102
E. admin@idsa.org.au
W. www.idsa.org.au

ABN. 21 157 513 691



IDS is committed to accessibility of our services and information.



IDS provides access to Interpreting services.



**INDEPENDENT
DISABILITY SERVICES**

Changing lives, empowering people