**Important Contact Information**

Specialist Disability Accommodation

Important contact information for residents, family members, guardians, and administrators about living in Specialist Disability Accommodation (SDA) managed by the Department of Families, Fairness and Housing.

**Department Families, Fairness and Housing**

Please contact us as the SDA provider about any tenancy, or property maintenance matters.

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| Telephone: | General Enquiries: 1300 161 485  Maintenance and repairs (24/7): Housing Call Centre 1300 292 512 |
| Email: | General enquiries: [myhome@homes.vic.gov.au](mailto:myhome@homes.vic.gov.au)  Maintenance and repairs: [SDA.Maintenance@dffh.vic.gov.au](mailto:SDA.Maintenance@dffh.vic.gov.au) |
| Online: | [www.homes.vic.gov.au/specialist-disability-accommodation](http://www.homes.vic.gov.au/specialist-disability-accommodation) |
| Mail: | Department of Families, Fairness & Housing  Tenancy Operations, Specialist Disability Accommodation  50 Lonsdale Street, Melbourne, Victoria 3000 |

**What if I want to make a complaint?**

The department is committed to listening and responding to concerns. Please contact us on the above details. However, if you feel that we have not resolved your complaint you can choose one of the following ways to make a formal complaint to the department:

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| Telephone: | 1300 884 706 |
| Email: | [feedback@dffh.vic.gov.au](mailto:feedback@dffh.vic.gov.au) |
| Online | [www.dffh.vic.gov.au/making-complaint](http://www.dffh.vic.gov.au/making-complaint) |
| Mail: | Complaints, GPO Box 4057, Melbourne, Victoria 3000. |

**Office of the Public Advocate (OPA)**

The OPA provides advice about the rights of people with a disability or mental illness and advocacy services.

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| Telephone: | 1300 309 337 |
| Email: | [OPA\_Advice@justice.vic.gov.au](mailto:OPA_Advice@justice.vic.gov.au) |
| Online: | [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au) |

**Consumer Affairs Victoria (CAV)**

CAV provides information and advice about the SDA agreement and associated rental rights and responsibilities.

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| Telephone: | 1300 404 319 |
| Online: | [www.consumer.vic.gov.au/contact-us](http://www.consumer.vic.gov.au/contact-us) |

**NDIS Quality and Safeguards Commission**

Disability Homes Victoria is a registered NDIS provider. The Commission is a key contact to raise feedback about any support or service provided by a registered NDIS provider.

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| Telephone: | 1800 035 544 |
| Online: | [www.ndiscommission.gov.au/about/making-complaint](http://www.ndiscommission.gov.au/about/making-complaint) |