Specialist Disability Accommodation

Complaints and Feedback Information

Department of Families, Fairness and Housing

**Attachment 4 Clause 15**

What is this information sheet about?

Our priority is to provide safe and high-quality homes for people who live in Specialist Disability Accommodation (SDA) owned and managed by the Department of Families, Fairness and Housing (the ‘department’).

As a registered National Disability Insurance Scheme (NDIS) SDA provider, the department provides residents, carers and guardians or family members a fair and due process for addressing concerns.

# What can you make a complaint or provide feedback about?

If you are a resident or a carer, guardian or family member of a resident, you can make a complaint or provide feedback about your SDA home or your experience with our service.

This includes but not limited to the following:

* Repairs or maintenance needed at your home
* You need changes at the home to meet your needs
* You did not receive enough information or choices about decisions about you
* You were not treated with respect, with dignity or denied privacy
* You were given unsatisfactory service
* You have a dispute with other residents
* Services provided made you feel unsafe, hurt or unhappy
* You are worried about safety in your home, or there are any other concerns about your safety or the safety of the people you live with.

**Anonymous complaint**

Please let us know if you have any concerns about sharing your personal information.

You can make a complaint without saying who you are. You’ll need to provide your name and contact details, but you can ask to have your complaint marked confidential.

We will not pass on your information to anyone if you choose to make an anonymous complaint. However, we will not be able to contact you if we require more information or let you know the outcome of the complaint.

# How to make a complaint

You may ask someone else to lodge a complaint on your behalf if you give them your permission to so, for example a family member, friend or an advocate.

Please contact us to tell us about a complaint or feedback on either of the following ways:

**Directly with the team who manage SDA homes**

1300 161 485

@

 myhome@homes.vic.gov.au

**Directly with the department**

Submit your complaint online at <https://www.dffh.vic.gov.au/making-complaint>

Call DFFH Feedback Service on 1300 884 706

@

 Email the DFFH Feedback Service via feedback@dffh.vic.gov.au

Mail complaints to GPO Box 4057, Melbourne, Victoria 3000.

**What happens when you make a complaint?**

After making a complaint or providing feedback you will not be treated differently, and your privacy and safety will be protected. We aim to resolve your issue as quickly as possible.

As part of communicating with you to resolve your concerns we will:

* provide information that is helpful, accurate, and easy to understand
* promptly refer requests to the appropriate person
* contact you to acknowledge your complaint within **3 working days**
* investigate, and respond to your complaint within **10 working days**.

If your complaint is complex, we may require more time to investigate and respond. If this is the case, we will contact you directly to advise you, and keep you informed of any progress or delay.

You are entitled to access the information we collect about you. For further details, see our [Making a Freedom of Information request](https://www.dffh.vic.gov.au/making-freedom-information-request) page.

**What happens to the information collected about your complaint?**

Your personal information should only be used to respond to your complaint.

The investigation of your complaint may involve sharing the information you have given us with other relevant areas within the department, to try and resolve it.

We will speak to you about this process when we respond to your complaint.

**Where can I go to get further support?**

If you need assistance to submit a complaint, there are several supports available to you.

**Office of the Public Advocate** can provide advice about your rights or provide advocacy support.

1300 309 337

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 [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

The **National Relay Service** can provide support if you have difficulty hearing or speaking.

TTY - 133 677 then ask for the phone number you wish to contact

Voice relay - 1300 555 727

If you are non-English speaking and require an interpreter.

 (03) 9280 1955

**Where else can I raise my complaint?**

You can also take your complaint to one of the following organisations:

**Consumer Affairs Victoria** – regarding your SDA home and tenancy

1300 40 43 19

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<https://www.consumer.vic.gov.au/housing/specialist-disability-accommodation/for-residents/complaints-in-sda-residents>



Post Consumer Affairs Victoria, GPO Box 123 Melbourne VIC 3001

**NDIS Commission** – regarding your NDIS service provision

1800 035 544

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<https://www.ndiscommission.gov.au/participants/participants-make-complaint>

**Victorian Ombudsman**

The Victorian Ombudsman has the power to investigate complaints about State and local government authorities. The Victorian Ombudsman investigates complaints made about decisions, actions or inaction by these bodies.

 9613 6222 Regional Phone: 1800 806 314

****<https://www.ombudsman.vic.gov.au/complaints/make-complaint/>

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