



# Specialist Disability Accommodation

## How to make a complaint



Easy English

## Help with this book



You can get someone to help you

- understand this book



- find more information.

Contact information is at the end of this book.



Families,  
Fairness  
and Housing

## About this book

This book is from the Department of Families,  
Fairness and Housing.



We own **Specialist Disability Accommodation**  
or **SDA homes** in Victoria.



SDA homes are homes for people with disability  
who have very high support needs.



This book is about how to make a **complaint**.

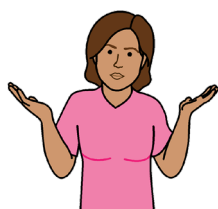


A complaint is when you tell us

- you are **not** happy about something in your  
SDA home



- why you are **not** happy



- what you want to happen next.

## What we must do for you



We are the **landlord** of your SDA home.

Landlord means the owner.



The law says we **must**

- look after your home well



- keep you safe



- tell you about changes in your home



- be friendly and fair



- make sure nobody hurts you in your home.

## If there is a problem



You can make a complaint if there is a problem in your SDA home.



For example

- if something is broken



- if something is **not** right for your needs



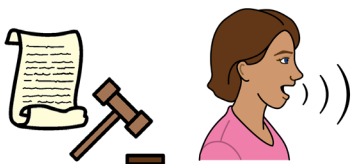
- if you have a problem with a house mate



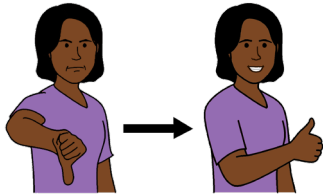
- if you have a problem with a service you get



- if you do **not** feel safe.



You have a right to tell us about the problem.

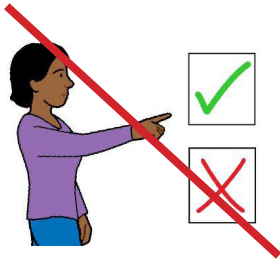


You can also make a complaint about something you think we should do better.



For example, if you think

- we do **not** give you enough information



- we do **not** let you make your own choices



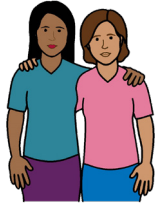
- we take too long to fix something.

## Who can make a complaint?



You can make a complaint if

- you live in an SDA home we own



- you want to help someone who lives in an SDA home we own.



You might be

- a person with disability



- a family member



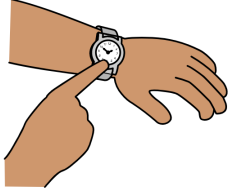
- a carer



- a **guardian**.

A guardian can make decisions for you.

## What happens when you make a complaint?



We will try to fix your problem as fast as possible.



We will only tell other people about your problem if

- you say **yes**

or



- the law says we must.



We will still give you a good service when you make a complaint.



## How long does it take to fix a problem?

S	M	T	W	Th	F	S

We will contact you within **3 work days** to say we got your complaint.

S	M	T	W	Th	F	S

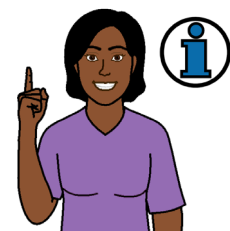
We normally need **10 work days** to find out what we can do about the problem.

S	M	T	W	Th	F	S

If the problem is difficult we might need **20 work days** to find out what we can do.



If we can fix the problem we will tell you what will happen next.



The information we give you will be

- easy to understand



- helpful.

## You can keep your name secret



You can make a complaint without saying who you are.

If you keep your name and contact information secret we **cannot**



- contact you
  
- tell you what we can do about the problem.

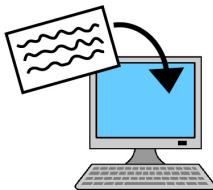
## How to make a complaint



You can contact the team that manages  
**SDA homes.**



Call 1300 161 485



Email [myhome@homes.vic.gov.au](mailto:myhome@homes.vic.gov.au)

You can also contact us.



Website [dffh.vic.gov.au/making-complaint](http://dffh.vic.gov.au/making-complaint)



Call 1300 884 706



Email [feedback@dffh.vic.gov.au](mailto:feedback@dffh.vic.gov.au)

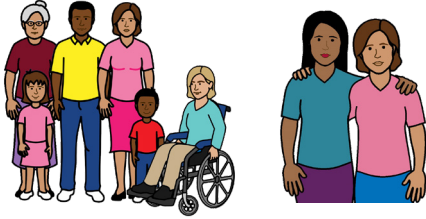


Write to DFFH - Complaints  
GPO Box 4057  
Melbourne VIC 3000



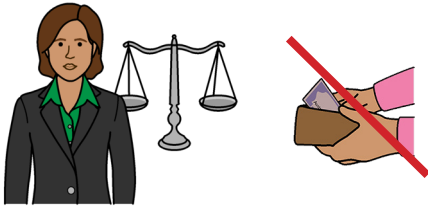
## People who can help you

You can ask a support person to help you make a complaint.



For example, a family member or a friend.

There are other people who can help you.



### Public Advocate

The Public Advocate is a free service that can help you make a complaint.



Call 1300 309 337

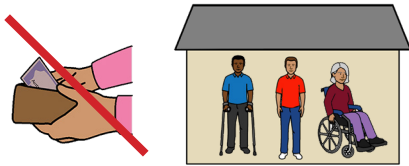


Website [publicadvocate.vic.gov.au](http://publicadvocate.vic.gov.au)

## After your complaint



Other people can help you if you are **not** happy with our answer to your complaint.



### Consumer Affairs Victoria

Free help for people who live in SDA homes.



Call 1300 404 319

Website



[consumer.vic.gov.au/housing/specialist-disability-accommodation/for-residents/complaints-in-sda-residents](http://consumer.vic.gov.au/housing/specialist-disability-accommodation/for-residents/complaints-in-sda-residents)



### NDIS Commission

Free help for people who get NDIS services.

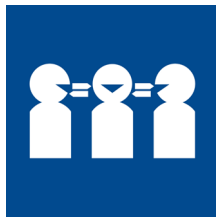


Call 1800 035 544

Website



[ndiscommission.gov.au/participants/participants-make-complaint](http://ndiscommission.gov.au/participants/participants-make-complaint)



### **If you do not speak English**

Use the free Translating and Interpreting Service or TIS.



Call 131 450

Give the TIS officer the phone number you want to call.



### **If you need help to speak or listen**

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)

Give the relay officer the phone number you want to call.



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