

Feedback - Compliments and Complaints



An Easy English information sheet

Unhappy with something? Follow these steps.

If you are unhappy about:



- where you work
- where you live
- your support staff
- services you get
- house mates
- work mates

you can go to



- your support person or
- your key worker / support staff



for help

or you can go to



- the General Manager of Outcomes or
- Operations Manager or
- Outcomes Manager.

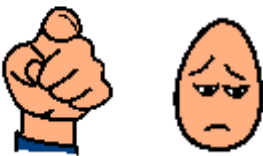


- Hayley Dean (Chief Outcomes Officer)

or



- Glenn Foard (Chief Executive Officer)



If you are still unhappy



you can phone the Disability Services
Commissioner – free call
1800 677 342.



They can help.

It's okay to complain!

Feedback - Compliments and Complaints



A Plain English information sheet

At Melba, your feedback helps us improve our services.

We want everyone to have an easy and reliable way to share feedback.

It really helps us when you let us know:

- your complaint or compliment; or
- your observations about supports provided, services received; or
- your personal experiences.

This can lead to better services and support for all.

Often the best ideas for improvements come from the feedback you share.

This could be when we hear from anyone directly receiving services and support, or their families or advocates.

Your feedback helps us to keep improving our services across our organisation.

We will address all complaints quickly, fairly, respectfully and confidentially.

We will ensure that anyone who makes a complaint:

- will be supported without fear of payback or harsh retribution;
- receives support when making a complaint;
- is listened to and treated with respect; and
- has their complaint addressed as soon as possible.

How to make a complaint

If your complaint is one that you think can be easily fixed at the house, and if you are comfortable to do so, please speak to the direct care staff.

If they are unable to help you fix your complaint, ask to speak to the House Supervisor who will write down your complaint and try to fix it as quickly as possible.

If your complaint is serious, or you do not feel comfortable speaking to the staff at the house, you may choose to call the General Manager of Outcomes of your region, or Operations Manager, or Outcomes Manager, or our Chief Outcomes Officer, or our Chief Executive Officer.

To contact them, please call the Melba telephone number
Phone: **(03) 9212 0100**.

If you feel that we have not done enough to fix your complaint, please contact any of the following:

Organisation	Phone	Website
Disability Services Commissioner	1800 677 342	www.odsc.vic.gov.au/making-a-complaint
Mental Health Complaints Commissioner	1800 246 054	www.mhcc.vic.gov.au
Office of the Public Advocate	1300 309 337	www.publicadvocate.vic.gov.au
Victorian Equal Opportunity & Human Rights Commission	1300 292 153	www.humanrightscommission.vic.gov.au

All people have the right to have help from an advocate if they wish to make a complaint.

An advocate can be a someone a person knows and trusts or they can be an independent person.

To find an independent advocate, please contact the Disability Advocacy Resource Unit on **(03) 9639 5807** or go to their website:
www.daru.org.au/organisation-type/individual-advocacy