



Victorian Disability  
Worker Commission



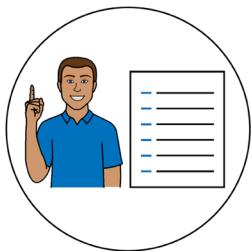
## **What happens when you make a complaint about us**

**Victorian Disability Worker Commission**



**Easy English**

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## 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.

# We acknowledge First Nations people

**Acknowledge** means we understand the importance of **First Nations people's**



- culture

- language

- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

## About this book



This book is from the Victorian Disability Worker Commission.

We call ourselves the **Commission**.

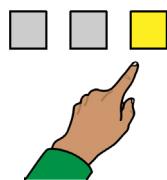


This book says what happens when you make a **complaint** about the Commission.



A complaint is when you are **not** happy about

- something we did



- a decision we made



- our services.



You tell us why you are **not** happy.



We want to fix problems so we have better services.

# Accessibility and inclusion

We will make our complaints process  
**accessible** and **inclusive**.



Accessible means everyone can use it.

Inclusive means everyone can join in.



We will treat everyone who makes a complaint  
with **respect**.



Respect means we understand that

- everyone is important



- we should be polite to everyone.



We can help if you need support to make  
a complaint.



For example, if you need help to communicate.

## Who can make a complaint?



Anyone can make a complaint.



You can ask someone you know to make a complaint for you.



For example, a family member.

## Who you can make a complaint about



You can make a complaint about

- the Commission



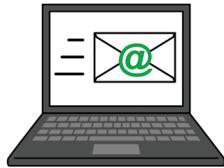
- the people who work for the Commission



- the Disability Worker Registration Board of Victoria.

## How to make a complaint

You can email your complaint to us.



Email      [info@vdwc.vic.gov.au](mailto:info@vdwc.vic.gov.au)

You can post your complaint to us.



Write to      Complaints  
Level 1, 2 Lonsdale Street  
Melbourne VIC 3000

You can call us about your complaint.



Call      1800 497 132

Call from 9.30 am to 4.30 pm

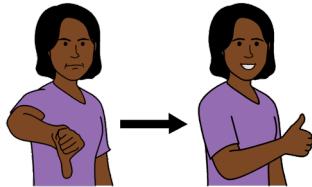
Monday to Friday.

S	M	T	W	T	F	S
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You can make a complaint to anyone who  
works for us.

## What happens when you make a complaint



We will see if we can fix the problem straight away.



If we **cannot** fix the problem straight away we will have an **investigation**.

Investigation means we find out more about what happened.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We will try to find out what happened in 28 days.



If we **cannot** find out what happened in 28 days we will tell you why.



We will tell you if we find a problem.

We will tell you how we will fix the problem.

## If you are not happy with what we decide



If you are **not** happy with what we decide you can ask for an **internal review**.



An internal review means another staff member will check if you got the best possible answer.

S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

We will do the internal review in 28 days.



If we **cannot** do the internal review in 28 days we will tell you why.



We will tell you what the review finds out.

## If you are still not happy



If you are still not happy you can ask someone outside the Commission to do a review.



For example, the Victorian **Ombudsman**.

The Ombudsman helps people with complaints.



Write to      The Victorian Ombudsman  
                    Level 2  
                    570 Bourke Street  
                    Melbourne 3000



Call

From Melbourne                      03 9613 6222

From outside Melbourne              1800 806 314



Website  
[ombudsman.vic.gov.au/complaints/make-complaint/](http://ombudsman.vic.gov.au/complaints/make-complaint/)

## If you want to make a complaint about corruption



Corruption is when someone people trust does **not** follow the rules.



You can make a complaint to the Independent Broad-based Anti-corruption Commission.

We call it **IBAC**.



Call 1300 735 135



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

## How we use information



We might need to get personal information from you.



For example, we may get health information.



We only get personal information that helps us understand your complaint.



You can find our **privacy policy** on our website.



Website  
[www.vdwc.vic.gov.au/privacy](http://www.vdwc.vic.gov.au/privacy)



You can complain about how we use your personal information.

## We keep a list of complaints



We keep information about the complaints we get.

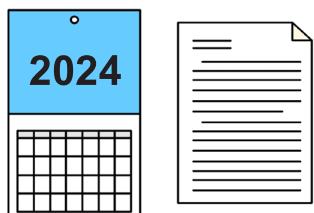
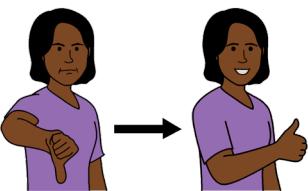


For example, we keep information about

- how many complaints we get
- what people complain about



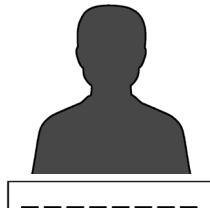
- how we fix problems.



We give the community this information in our **annual report**.



Our annual report says what we did during the year.



We do **not** give the names of anyone who makes a complaint.

## More information



For more information contact the  
Victorian Disability Worker Commission.



Call 1800 497 132



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



Email [info@vdwc.vic.gov.au](mailto:info@vdwc.vic.gov.au)

## If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

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

## If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



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



Call 1800 555 660

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