



Disability services. Putting you first.

People You Can Complain to in Victoria



It is written in an easy to understand way.

We use pictures to explain things.





**What if I do not want to
complain to someone at
Aruma?**



There are other services you can
talk to.

1

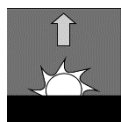


You can talk to **Your Call**.

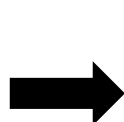


You can ring them on 1300 790 228

7



after 7 in the morning and



12



before midnight.

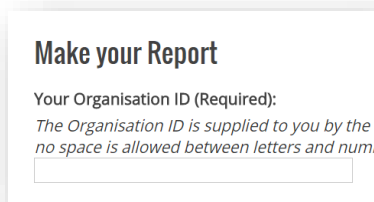


You can make a report on their website at

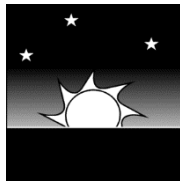
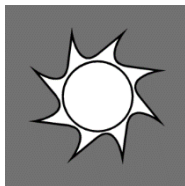
www.yourcall.com.au/report



A report is when you type in what you want to tell them.



You will need to type in a special code **ARUMA**



You can make a report on the Your Call website any time of the day or night.



You can email them at.

info@yourcall.com.au

2



If you are over 65 years old
you can contact the **Aged Care
Quality and Safety Commission.**



You can ring on **1800 951 822**



You can fill out an **Online Complaints
Form**

or you can write to them at:

Aged Care Quality and Safety
Commission

GPO Box 9819, in your capital city.

3



Complaints Resolution and Referral Service



You can ring on **1800 880 052** (free)



If you are deaf or have trouble speaking you can ring the National Relay Service on **1800 555 727** then ask for **1800 880 052**.

4

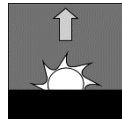


**National Disability Insurance
Scheme (NDIS)**



You can ring on **1800 800 110**

8



after 8 in the morning



11



and before 11 at night.



If you are deaf or have trouble speaking you can ring the National Relay Service on **1800 555 727** then ask for **1800 800 110**

5



People with Disability Australia.



You can ring on **1800 422 015**



Website: www.pwd.org.au

6



Disability Services Commissioner



You can ring on **1800 677 342**



Web: www.odsc.vic.gov.au



Email:
complaints@odsc.vic.gov.au



If you are deaf or have trouble speaking you can ring the National Relay Service on **1800 555 727** and then **1800 677 342**

7



COMMISSION FOR CHILDREN AND YOUNG PEOPLE

Commissioner for Children and Young People (CCYP)



You can ring on **1300 78 29 78**

Telephone Interpreter: **131 450**



Email: childsafe@ccyp.vic.gov.au



Website: www.ccyp.vic.gov.au