

Speaking Up

The steps listed in this brochure are a guide only.

You may chose to start with any step.

All management and staff at Kyeema are committed to providing a place where people feel free to speak about any problems or concerns they may have.

All issues will be confidential, and all concerns will be taken seriously.

Who can make a complaint?

Any person can make a complaint about a disability service provider.

This includes people with a disability, their families and carers, workers, advocates, guardians and any other person who wishes to make a complaint.

If you have any issues that you would like to have addressed, please fill in the form below.

Name:	
<hr/>	
Address:	
<hr/>	
<hr/>	
Phone Number:	
<hr/>	
Email:	
<hr/>	
Fax:	
<hr/>	
I would like to make contact with:	
An Advocate	<input type="checkbox"/>
Team Leader/Manager	<input type="checkbox"/>
Support Coordinator	<input type="checkbox"/>
Chief Executive Officer	<input type="checkbox"/>

KYEEMA SUPPORT SERVICES

Disability Support Provider

50 Lalor Street

Portland Vic 3305

Ph: (03) 5523 5999

Email: admin@kyeema.com.au

Web: www.kyeema.com.au



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If you have a problem,
here are some steps you
can follow.



When can I make a complaint?

You can make a complaint about your services and supports when:

- Something is not working well
- Something has not been done the right way
- Something makes you unhappy
- You have been treated badly

If you have a complaint, it's important to talk to your NDIS provider (Kyeema) about it first. You may be able to fix it with them.

You can talk to the NDIS Quality and Safeguards Commission if you:

- Don't want to speak to Kyeema
- Aren't happy with what Kyeema does to fix your complaint

With any complaints process you may have an advocate or anyone else you trust present.

How to make a complaint

1. Try to work out the problem with the person or people involved.

2. Talk to a Support Worker or Team Leader/Manager.



3. If the problem is still not worked out, you can talk to the CEO.

4. If you feel that a problem still exists you can talk to one of the following people.



Participant Advocates

Participant Advocates are happy to help if you have any concerns.

Iain McDonald



Iain: 0417 231 666

Jen Merrett



Jen: 0409 046 250

Who to Contact Next?

South-West Advocacy

Ph: (03) 5561 4584

NDIS Quality and Safeguards Commission

Ph: 1800 035 544

You can call between 9am and 5pm, Monday to Friday or visit the website and fill out a Complaint Contact Form.

Website:

www.ndiscommission.gov.au

TTY: 133 677

National Relay Service

Speak and listen: 1300 555 727

SMS Relay number 0423 677 767

Internet relay calls:

internet-relay.nrscall.gov.au

Disability Services Commissioner

Level 30, 570 Bourke Street

Melbourne VIC 3000

Ph: 1800 677 342

complaints@odsc.vic.gov.au

www.odsc.vic.gov.au