



Complaints

Victorian Disability Worker Commission



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

- find more information.



About this book



This book is written by the Victorian Disability Worker Commission.

This book is about our **complaints** service.



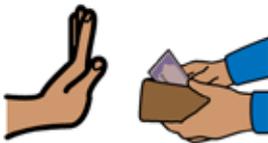
A complaint is when you

- are **not** happy with a disability worker

and

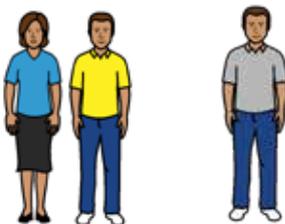


- tell us the reason why.



Our complaints service is

- free



- **independent**
 - independent means we do **not** take sides.

What you can complain about



You can make a complaint about any disability worker in Victoria.

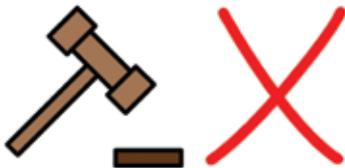


You might make a complaint if a worker

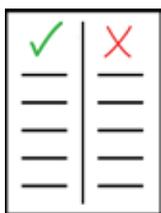
- does **not** give you good support or service



- makes you feel unsafe



- breaks the law



- does **not** follow our **code of conduct**
 - code of conduct means the rules disability workers in Victoria **must** follow.



We can also

- help you make a complaint to someone else



- give you advice about other ways to get help.



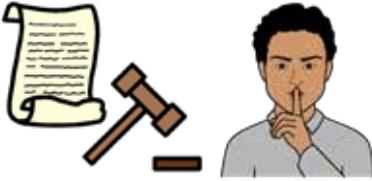
Complaints help us learn

- what can go wrong in disability support



- what we can do to make things better.

About privacy



We follow laws about **privacy**.



Privacy means we keep your personal information safe.



You can choose to be **anonymous**.

Anonymous means you do **not** tell us your name or personal information.



If you choose to be anonymous it might make it hard to

- find out more about your complaint



- fix your complaint.

How to make a complaint

There are different ways you can make a complaint.



Fill out a form on our website

vdwc.vic.gov.au



Call us

1800 497 132



Post a letter

GPO Box 181

Melbourne

3001



You can get help to make a complaint
in person at one of our offices.



You can get help from an interpreter.

For example, for AUSLAN or other languages.



More information

For more information contact the Victorian Disability Worker Commission.



Call 1800 497 132.



Website www.vdwc.vic.gov.au



If you need help to speak or listen

Contact the Victorian Disability Worker Commission through the National Relay Service or NRS.



Call the NRS help desk
1800 555 660

Go to the NRS website
communications.gov.au/accesshub/nrs

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