

Your Yooralla experience

Your feedback helps us to continually improve our services

Yooralla values customer feedback and is committed to responding to all feedback in a timely manner. Feedback may include:

Compliments

These are things that you think we're doing well or may be recognition of a person who provides a service to you. By telling us what you like, we can aim to continue to do these things and provide feedback to staff.

Suggestions

Your ideas on how we can improve things or do things better can help us to improve our services.

Complaints

We want to know when you're not happy about an experience you've had with Yooralla. A complaint can be about a person, a service or something you have experienced.

How can I provide feedback to Yooralla?

In person

- Speak to your Yooralla Site Manager or Support Worker.
- Call our Lead Support, Customer Incidents and Feedback **03 9666 4500** to arrange a meeting or visit to your home.

By phone

- Call our our Lead Support, Customer Incidents and Feedback **03 9666 4500**.
- Call us via the National Relay Service **13 36 77**.
- Call us via Translating and Interpreting Service (TIS) **13 14 50**.

Email

- Send us an email:
feedback@yooralla.com.au

Online

- Complete Your Yooralla Experience at **www.yooralla.com.au/feedback**

Post

- Complete the feedback form on the reverse side, or print a feedback form from Yooralla's website at www.yooralla.com.au/feedback, or complete an easy English feedback form from Yooralla's website

- Return your feedback form to our postal address:
Yooralla
PO Box 238 Collins Street West
Melbourne VIC 8007.

Ask Yooralla to contact you

- Fill out the 'contact me' slip, available at all Yooralla sites and return to us (in person, by post or email) so we can contact you.

Other agencies to help with a complaint about service provision:

NDIS Quality and Safeguards Commission

Telephone: **1800 035 544 (free call)**.

Website: www.ndiscommission.gov.au/about/contact

Disability Services Commissioner

Telephone: **1800 677 342 (free call)**.

TTY service for people with hearing or speech difficulties: Telephone: **1300 726 563**

Department of Health and Human Services

Telephone: **1300 884 706**

Department of Education and Training

Telephone: **03 9637 2000**

National Abuse and Neglect Hotline

Telephone: **1800 880 052**

Other agencies to help with a complaint about employment services:

The Complaints Resolution and Referral Service

Telephone: **1800 880 052**

Other agencies to help with a complaint about a disability worker:

Victorian Disability Worker Commission

Website: www.vdwc.vic.gov.au

Email: info@vdwc.vic.gov.au

Other agencies to assist with making a complaint:

Office of the Public Advocate

Telephone: **1300 309 337**

Feedback form

Is your feedback about?

- Yooralla in general
- A Yooralla service. If yes, which service? _____
- A Yooralla staff member. If yes, what is their name? _____

What is your relationship to Yooralla?

- I am a person with a disability and I receive services from Yooralla
- I am a person with a disability but I do not receive services from Yooralla
- I am a family member of a person with a disability who receives services from Yooralla
- I am a friend of a person with a disability who receives services from Yooralla
- I am a Yooralla staff member
- I work for a government body, am an advocate or work for an advocacy organisation
- Other _____

Do you want us to contact you?

- No
- Yes. Please provide your contact details _____

What is it you would like us to know?

What would you like to happen?

Post

Please send this form to: Yooralla Lead Support, Customer Incidents and Feedback
PO Box 238 Collins Street West, Melbourne Victoria 8007

Email

You can email this form to feedback@yooralla.com.au



Need language help?

Contact the Translating and
Interpreting Service (TIS) on 13 14 50

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