

Making a complaint

If you are not happy with how you are getting support from Yooralla or you have been discriminated against it is OK to make a complaint. You can complain to either Yooralla or the NDIS Quality and Safeguards Commission.

NDIS Quality and Safeguards Commission:

People with disability who receive services from NDIS registered providers can make complaints about support organisations when they feel they need to. This includes if you are not being supported to explore your queer identity or achieve LGBTIQ+ goals in your NDIS plan. There are three ways to complain to the NDIS Commission:

- Call **1800 035 544** or TTY **133 677**.
Interpreters can be arranged.
- Call National Relay Service **(1300 555 727)** or the National Translating & Interpreting Service **(131 450)**
- Completing a complaint contact form at **www.ndiscommission.gov.au/about/complaints**

A complaint to Yooralla

At Yooralla we take complaints about our services very seriously and will do our best to help make things better for you. You can complain to Yooralla in 4 ways:

1. Tell a staff member you know
2. E-mail your complaint to feedback@yooralla.com.au
3. Call **03 9666 4500**
4. Write a letter addressed to Feedback at Yooralla, Level 14, 595 Collins Street, Melbourne VIC 3000

If you feel that we have done a bad job at helping you with your complaint you can contact the NDIS Quality and Safeguards Commission.

If you are a person with disability Yooralla supports and would like to be in touch about anything related to LGBTIQ+, please call reception on **(03) 9666 4500** and ask for the **Customer Rights and Empowerment (CRE)** team or email **CRE@yooralla.com.au**

Tip – A great resource for people with disability and staff is **Our Rainbow Lives** by **Inclusion DesignLab** and **Rainbow Health Victoria**



Designed by LGBTIQ+ staff, customers and allies at

yooralla
choosequality

inclusiondesignlab *in*