



Complaints Resolution & Referral Service

 **1800 880 052**
free call



Telephone Typewriter
1800 301 130 (free call)



Email
crrs@pwd.org.au
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www.crrs.org.au



Fax
02 9318 1372



Postal Address
Locked Bag 2705,
Strawberry Hills NSW 2012



To use the **National Relay Service** call **1800 555 677** (free call) and ask them to call the CRRS for you.

For an interpreter who speaks another language call **13 14 50** and ask them to call the CRRS for you.

What is the CRRS?

The CRRS is a service that helps people with disability sort out complaints about disability employment services and advocacy services funded by the Australian Government

- Department of Families, Housing, Community Services and Indigenous Affairs
- Department of Education, Employment and Workplace Relations.

Who can make a complaint?

- Anyone who uses or wants to use disability employment or advocacy services funded by the departments of Families, Housing, Community Services and Indigenous Affairs or Education, Employment and Workplace Relations.
 - Anyone who is concerned about a person who uses or wants to use these services.
- If you are making a complaint on behalf of someone else, the CRRS will ask that person if it is okay for us to look into it.

What can I make a complaint about?

The CRRS helps sort out complaints when a service is not meeting the Disability Services Standards. If you have a problem

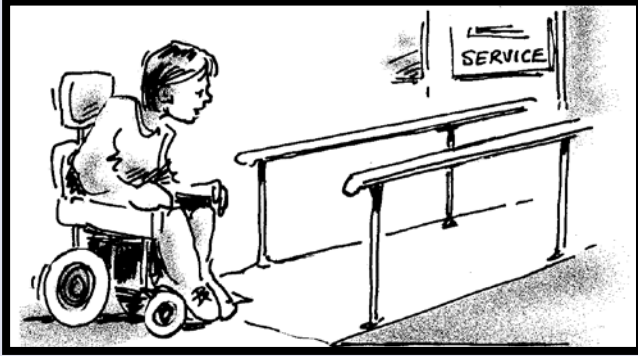
- at work
- with a service that helps you find work or
- with your advocacy service

call the CRRS and we will work out if your problem is about the Standards. If it is not, we will tell you about another service that may be able to help you.

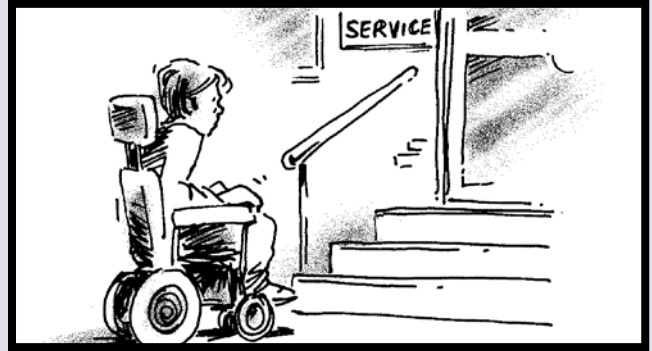
What are the Disability Services Standards?

There are 12 Standards that Commonwealth-funded disability services must follow to get money from the Government. **If a service does not follow the Standards, you can complain to the CRRS.**

Standard 1 Service Access



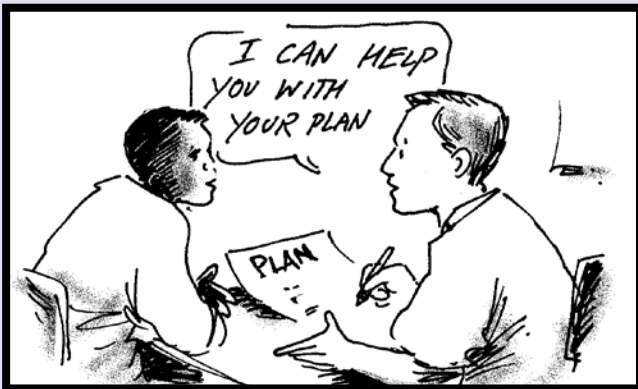
Getting a service when you need it



You can complain if a service

- does not have fair rules about who can use the service
- will not help you
- stops helping you
- is not accessible (for example, you can't get into their building).

Standard 2 Individual Needs



Getting the help you need



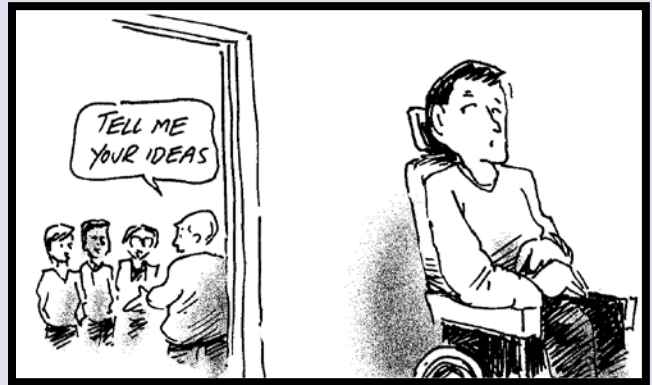
You can complain if a service does not

- help you work out your goals
- help you write your goals in a plan
- help you follow your plan
- keep your plan up to date
- help you learn new skills
- help with your cultural and disability needs.

Standard 3 Decision-making and Choice



Having your say



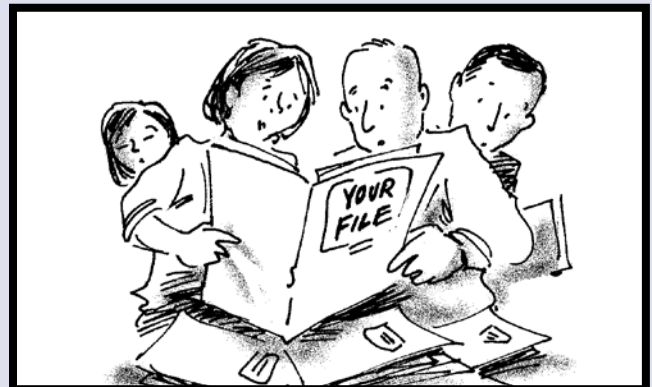
You can complain if a service does not

- give you choices
- ask you how the service can be made better
- listen to what you have to say about the service
- help you make decisions.

Standard 4 Privacy, Dignity and Confidentiality



Keeping things private



You can complain if a service

- does not keep your personal information in a private place
- gives your personal information to someone else without asking you if it is OK
- does not treat you with respect.

Standard 5 Participation and Integration



Taking part in the community



You can complain if a service does not

- help you to be a part of the community
- help you use services in the community
- help you get a job in the community.

Standard 6 Valued Status



**Doing things the community
thinks are important**



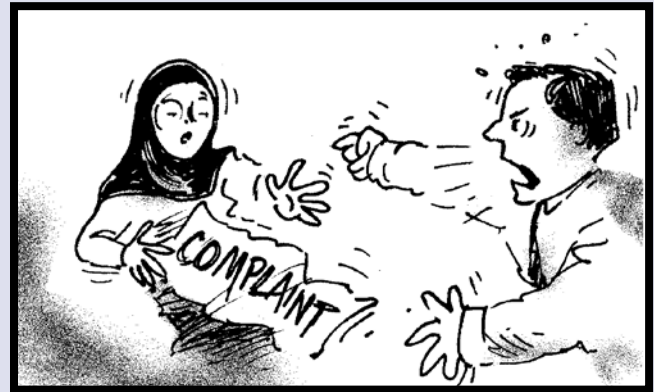
You can complain if a service does not

- help you to do things in the community that other people do
- help you learn how to take part in the community
- have respect for the things you do.

Standard 7 Complaints and Disputes



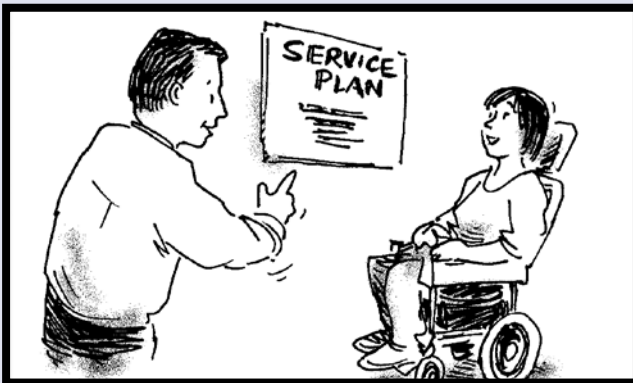
**Saying there is a problem
and getting it fixed**



You can complain if a service

- does not tell you how you can make a complaint
- does not help you make a complaint
- tells you that you are not allowed to make a complaint
- tells you that you will get into trouble if you make a complaint
- does not try to fix your problem.

Standard 8 Service Management



Running the service well



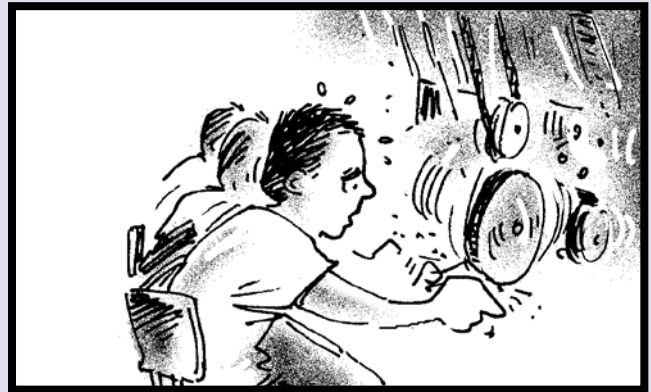
You can complain if a service does not

- follow the Standards or rules
- have a plan to make the service better
- ask you what you think about the service
- does not tell you how they use the money from the government.

Standard 9 Employment Conditions



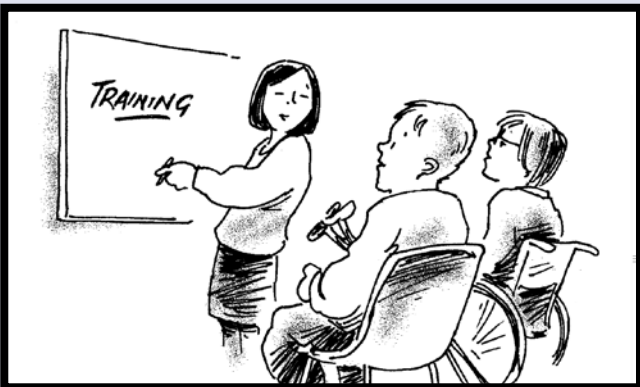
Having rights at work



You can complain if you don't get your rights at work (employment conditions). For example, if you do not

- get paid what you are entitled
- get a pay slip
- have safety at work
- get time off when you are sick.

Standard 10 Service Recipient Training and Support



**Learning skills so
you can work**



You can complain if an employment service does not give you the training you need to

- find a job
- keep your job
- learn how to do new jobs.

Standard 11 Staff Recruitment, Employment and Training



Having staff who can help you



You can complain if a service does not

- know what skills the staff need to help you
- have staff with the right skills to help you
- keep training the staff.

Standard 12 Protection of Human Rights and Freedom from Abuse



Being safe and feeling safe



You can complain if a service

- lets people abuse or neglect you
- does not stand up for your rights.

What will the CRRS do?

The CRRS does not take sides. The CRRS helps people to talk about complaints and solve them. When looking at a complaint



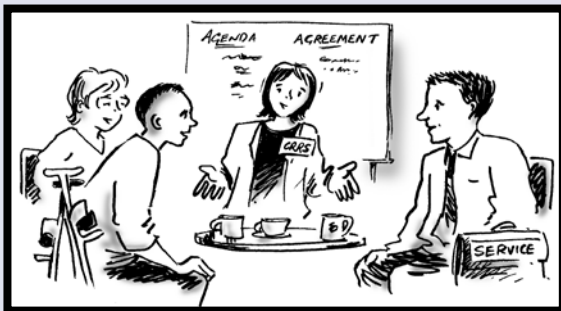
- the CRRS will talk to the person who makes the complaint



- the CRRS will get the other side of the story



- the CRRS can set up a meeting for you with the service (local resolution) and refer you to an advocate.



- the CRRS may hold a special meeting (conciliation)



- the CRRS may investigate the complaint

Will my complaint be kept private?

Any information collected by the CRRS will stay private. The CRRS won't give information about you or your complaint to anyone else unless you say it's OK. The CRRS can also keep your name private and not tell the service that you made a complaint.



The CRRS is fully funded by the Australian Government Department of Families, Housing, Community Services and Indigenous Affairs. It is run by People with Disability Australia Incorporated, an independent non-government organisation.