

Need help to make a complaint?

You can ask for more support.
You can get help from:

CORAS — Colac Otway Regional
Advocacy Services.

You can call their office on **5232 1009**

You can visit their office at 50A Rae Street,
Colac.

or

**Villamanata Disability Rights Legal
Services.**

You can call their office on **1800 014 111**

You can visit their office at 1 Gheringhap
Street, Geelong.

or

Valid — Victorian Advocacy League
for individuals with Disability Inc.

You can call their office on **9416 4003**

You can visit their office at 235 Napier Street,
Fitzroy.

You can also talk to the

**National Disability Insurance Scheme,
Quality and Standards Commission**

For NDIS Funded Clients

Freecall (from landlines): **1800 035 544**

TTY: **133 677**

National Relay Service ask for **188 035 544**

Website: <http://www.ndiscommission.com.au>

Transport Accident Commission

Phone: **1300 654 329** or **1800 322 556** (toll
free outside Melbourne)

Email: complaints@tac.vic.gov.au

Victorian Disability Worker Commission

Phone: **1800 497 132**

Website: www.vdwc.vic.gov.au

Disability Services Commissioner (DSC)

For DFFH and TAC Funded Clients

Phone: **1800 677 342**

Email: complaints@odsc.vic.gov.au



**Making a
complaint
is OK**

**How to make a
complaint at Colac
Otway Disability
Accommodation
Inc.**

What is a complaint?

A complaint is where you have a problem that you want to get fixed.

You tell someone about your problem.

It might be a problem with:

- The CODA service you receive.
- Someone at CODA.
- Something else about CODA.

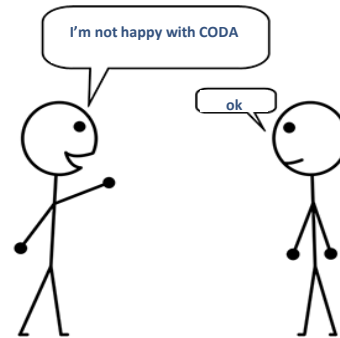
If you are unhappy you can make a complaint.

You will always be treated with fairness and respect if you make a complaint about our service.

CODA welcomes complaints so they can improve their services to meet the needs of the community.

CODA will respond to a complaint you make within 3 working days and attempt to resolve the matter within 6 working days.

How to make a complaint



- Talk to your support worker.
- Write a note and give it to your support worker.
- Ask someone you know to tell the support worker or supervisor.
- Make a call to the CODA office.
- Send an email.
- You can make a complaint without giving your name. You can do this by a letter or an advocate.

Can you ask someone to help you with a complaint ?

Yes, you can ask someone to help you with a complaint. You can ask anyone including:

- Someone from your family
- An Advocate
- A friend
- A staff member

Who can you complain to?

Your program Supervisor

A Support Worker

The Quality and Compliance Manager

Phone: 5231 1573

CODA

Email: coda@coda.org.au

You can visit the CODA office at 58 Hesse Street, Colac.



For further help...

If your complaint is not fixed, you can talk to someone else.

Details of who to contact can be found on the back of this brochure.