

**Youth Disability Advocacy Service**

# Complaint Form



At the Youth Disability Advocacy Service, we want to make sure that we provide a high level of advocacy support to disabled young people.

You can make a complaint about YDAS if you are unhappy with our service. You can speak up about something that was unfair or made you feel uncomfortable.

It is okay to speak up.

YDAS views complaints as an opportunity to make our service better.

Our team will work with you to find a solution to your complaint.

You can also make a complaint at any time to the Disability Services Commissioner. Their contact details are at the end of this form.

**You can:**

* Speak up
* Share feedback
* Tell us what we have done well and what we need to improve

You can also get support from someone who does not work at YDAS.

## Your details

**Fill in your details below.**

**Select one of these statements:**

* I am a young person who received advocacy through YDAS.
* I am speaking up on behalf of a young person.
* I want to be anonymous.

Anonymous means that the feedback you give us will not be connected to you.

**If you do not want the YDAS team to know this feedback is from you, only answer questions that are underlined.**

**Name:
Date of birth (or age):**

**Disability type:**

**Postal address:**

**Phone number:**

**Mobile number:**

**Email:**

**Self-described gender:**

**Pronouns:**

**Do you identify as Aboriginal or Torres Strait Islander?**

Yes / No

**Do you have any access needs?**

Yes / No

**Details:**

**How long have you used YDAS services?**

**Is a person who does not work at YDAS assisting you with your complaint?**

If yes, do you give permission for this person to provide or receive information on your behalf?

## Complaint details

**We take all complaints seriously. Give us as much detail as possible about your complaint so that our team can work with you to find a solution.**

**What is your complaint about?**

Please include:

* What led to you making a complaint
* Relevant dates and who was involved

If you want to be anonymous, do not include names or dates that will identify you.

**What do you want to happen to resolve your complaint?**

**Have you already told YDAS about your concerns?**

If yes, what was the outcome? If no, was there a reason?

**Privacy Statement**

The Youth Disability Advocacy Service or YDAS collects personal and health information when dealing with complaints.

**YDAS can only pass on information about a complaint if:**

* The information is necessary to support the client
* Relevant consent is provided. That means that the person the information is about has given YDAS permission to pass on the information.

The *Disability Act* 2006 and the *Health Records Act* 2001 say that health and personal information can be collected and used in this way.

Your details will be deidentified in reports that YDAS is required to submit to the Department of Human Services. That means information is edited so that nobody will know the information is about you.

You can apply to access the information YDAS holds about you because of the *Freedom of Information Act* 1982.

## Contact us

Email your completed form to us at jmaiolo@ydas.org.au

You can also call or text us on 0438 638 734 if you have any questions.

## Contact the Disability Services Commissioner

If you prefer you can share your complaint directly with the Disability Services Commissioner.

The Disability Services Commissioner can work with you to resolve any complaints you have about a disability service provider.

A disability service provider is an organisation that supports disabled people.

YDAS is a disability service provider.

**Disability Services Commissioner**

Complaints hotline: 1800 677 342

Complaints email: complaints@odsc.vic.gov.au