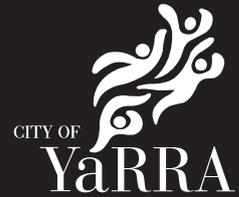


Upholding our responsibilities to service users

Yarra City Council Aged and Disability Services



Advocacy

An advocate is an impartial person who can help you to understand and stand up for your rights. This includes making sure you have a say in decisions that affect you, providing options to ensure that your care needs are met and helping you resolve complaints and concerns.

To find out more about advocacy services and how to access them you can contact:

- **Older Persons Advocacy Network**
Call 1800 700 600 or visit opan.com.au
- **Disability Justice Australia**
Call 1800 808 126 or visit dja.org.au

Feedback and Complaints

We are committed to working to deliver high quality services and a great customer experience for you.

If you have a suggestion or if you are not satisfied with the services provided by us, please let us know.

If you are dissatisfied with a decision, the quality of our services or the behaviour of a council employee or contractor, it is important that we hear about it.

We will engage with you in a meaningful and respectful way to resolve the issues and ask that you do the same.

How to provide feedback or make a complaint:

- Call us on 9205 5285
- Email us at info@yarracity.vic.gov.au
- Send a letter to PO BOX 168, Richmond 3121
- Visit one of our customer service centres

What happens next?

If you make a complaint, we will always aim to resolve your issue the first time you contact us. If this is not possible, and you provide your contact details, we will provide a prompt response to you.

If we are unable to resolve your complaint, we'll clearly explain why.

What if I'm not satisfied with the outcome?

If you are not happy with our response or do not agree with the outcome, you can request a senior officer to review the complaint and notify you of the findings.

If you are still not satisfied with the outcome of the complaint or the complaint remains unresolved, you can contact:

- **Victorian Ombudsman**
9613 6222
www.ombudsman.vic.gov.au
- **Aged Care and Quality Safety Commission**
1800 951 822
www.agedcarequality.vic.gov.au
- **Disability Services Commissioner**
1800 677 342
www.odsc.vic.gov.au

Information Privacy

The privacy of your information is protected by law and we treat it in the strictest confidence and store it securely.

The information we collect helps us to deliver services and we only collect information that is required to do this.

We will not disclose your personal information without your prior knowledge and consent, except where authorised by law.

You have the right to have a say in what happens to your information. However, restricting access to your information may affect our ability to provide you with the best possible services.

Talk to us if you wish to change or cancel your consent.

You can request a copy of our Privacy Policy by calling **9205 5555** or by visitingyarracity.vic.gov.au/privacy



This service is funded by the Australian Government Department of Health, the Victorian State Government and the City of Yarra.

National Relay Service TTY 133 677 then (03) 9205 5555

Languages	中文	9280 1937	Italiano	9280 1931	Tiếng Việt	9280 1939	
العربية	9280 1930	Ελληνικά	9280 1934	Español	9280 1935	Other	9280 1940

REF 19,080