

FACT SHEET

THE CRRS CAN HELP YOU SORT OUT COMPLAINTS IF A COMMONWEALTH-FUNDED DISABILITY EMPLOYMENT OR ADVOCACY SERVICE IS NOT MEETING THE DISABILITY SERVICE STANDARDS.

We are a free and impartial service dealing with complaints about:

- Disability Employment Services (DES)
- Australian Disability Enterprises (ADE)
- Advocacy Services.

Unhappy customers of any of these services can access the **Complaints Resolution and Referral Service (CRRS)** which will act as a mediator or facilitator between the individual and the respective service.

WHAT CAN I COMPLAIN ABOUT?

These can include issues such as:

- Not getting the right pay
- Unsafe or poor employment conditions
- Not being respected and valued at work
- Not receiving the training you need to find, keep, or do a new job
- Not getting a service or support that you should be provided with
- Not being allowed to make a complaint or ignoring your complaint
- Abuse and neglect
- Being unfairly exited from a service.

If you are not sure if your problem is about the **Disability Service Standards**, you can still contact the CRRS and you will be referred to another service that may be able to help you.

Individuals who use the service will:

- Receive impartial and confidential advice
- Be treated with respect and understanding
- Be listened to objectively.

Services who participate in the **Complaints Resolution and Referral Process** will:

- Benefit from the skillful investigation
- Value the objective and outcome focused approach
- Gain skills in handling complaints
- Succeed in achieving better resolution of issues.

For more information or to make a complaint, contact the CRRS:

FREECALL US TODAY
1800 880 052

TTY
1800 301 130

NATIONAL RELAY SERVICE (NRS)
1800 555 677

TRANSLATING AND INTERPRETING SERVICE (TIS)
13 14 50

EMAIL
crrs@workfocus.com

WEB
www.crrs.net.au