



# YR SPACE FEEDBACK FORM

We welcome and appreciate your feedback. It helps us understand what is working well and where we can make our programs better.

You can share your experiences with us at any time, whether they are positive or negative. Every piece of feedback is reviewed and, where needed, used to improve our services. Feedback may include:

## Complaints

We want to know when you're not happy about an experience you've had with YR SPACE. A complaint can be about a person, a program or something you have experienced.

## Compliments

These are things that you think we're doing well or may be recognition of a person who provides a service to you. By telling us what you like, we can aim to continue to do these things and provide feedback to staff.

## Suggestions

Your ideas on how we can improve things or do things better can help us to improve our services

## HOW CAN I PROVIDE FEEDBACK?

### In Person

Speak to the YR SPACE Manager, Coordinator, or an Approved Program Officer, or speak to a Support Worker.



### By Phone

Call our our Program Manager  
**(03) 9736 3034**

Call us via the National Relay Service  
**13 36 77**

Call us via Translating and Interpreting Service  
**13 14 50**

### Send us an Email

[admin@yrspace.com.au](mailto:admin@yrspace.com.au)

### Online

Complete our online feedback form at  
[yrspace.com.au/feedback](http://yrspace.com.au/feedback)

### Post

Complete the feedback form on the back of this document, or print a feedback form from our website at  
[yrspace.com.au/feedback](http://yrspace.com.au/feedback).

You can also complete an **Easy English** feedback or complaint form, available on our website or in the YR SPACE Office.

When you're finished, please return your completed form to:

**YR SPACE**  
**PO Box 19**  
**Mt Evelyn VIC 3796.**



Need language help? Contact the Translating and Interpreting Service (TIS) on 13 14 50

YR SPACE is a registered NDIS Provider  
NDIS Provider #: 443311698

## OTHER AGENCIES TO HELP WITH A COMPLAINT ABOUT SERVICE PROVISION:

NDIS Quality and Safeguards Commission  
Phone: **1800 035 544**  
Website: [ndiscommission.gov.au](http://ndiscommission.gov.au)

Disability Services Commissioner  
Phone: **1800 677 342**

TTY service for people with hearing or speech difficulties  
Phone: **1300 726 563**

Department of Health and Human Services  
Phone: **1300 884 706**

Department of Education and Training  
Phone: **03 9637 2000**

National Abuse and Neglect Hotline  
Phone: **1800 880 052**

Victorian Disability Worker Commission  
Website: [vdwc.vic.gov.au](http://vdwc.vic.gov.au)  
Email: [info@vdwc.vic.gov.au](mailto:info@vdwc.vic.gov.au)

National Abuse and Neglect Hotline  
Phone: **1800 880 052**

Office of the Public Advocate  
Phone: **1300 309 337**

## CONTACT US

### Post

Please sent this form to  
YR SPACE PO Box 19 Mt Evelyn VIC 3796

### Email

You can email this form to  
[admin@yrspace.com.au](mailto:admin@yrspace.com.au)

### In Person

You can also drop this form off at the office at  
18-20 Burdap Drive, Mount Evelyn VIC 3796

## FEEDBACK FORM

### Is your feedback about?

YR SPACE in General

YR SPACE Programs

A YR SPACE staff member.

### If yes, what is their name?

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### What is your relationship to YR SPACE?

I am a person with disability and I receive services from YR SPACE

I am family member of a person who receives services from YR SPACE

I am friend of a person who receives services from YR SPACE

I am a member of the public

I am an advocate or work for an advocacy organisation

### Do you want us to contact you?

No

Yes

### If yes, please provide contact details

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### What is it you'd like us to know?

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### What would you like to happen?

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