



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

Online

Complete our online feedback form at
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.

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](https://www.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**
Email: **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

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?

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

What is it you'd like us to know?

What would you like to happen?
