



YR SPACE Feedback Form

Easy English

YR SPACE Feedback



Easy English version

What is feedback?



Giving feedback means telling us what you think about

- YR SPACE

- our **service**

or

- someone who works at YR SPACE.



Feedback is important. It tells us

- what we do well

or

- what we can do better.



You can tell us if

- we are doing a good job
- or**
- someone who works at YR SPACE is doing a good job.



You can tell us if you are unhappy about

- our service
 - the way you have been treated
- or**
- someone who works at YR SPACE.



You can tell the NDIS Quality and Safeguards Commission if you are unhappy about

- our service
 - the way you have been treated
- or**

someone who works at YR SPACE

Complaints about Providers



You have the right to complain if you are not happy with a service you are receiving.

You can tell us if you are unhappy about

- your programs
- another participant
- a staff member
- YR Space



You can also ask a support person to make a complaint on your behalf.

How to give feedback in person



If you would like to give feedback in person you can speak to

- the program manager
- the program coordinator

or

- a support worker.



How to give feedback by telephone



If you would like to give feedback by telephone

- **phone** 03 9736 3034

and

- ask to speak to the Program Manager.



If you have a **hearing impairment** you can use the **National Relay Service**.

Go to www.relayservice.gov.au



If you do not speak English you can use the

Telephone Interpreter Service (TIS).

Phone 131 450



How to give feedback on our website

If you would like to give feedback on our website go to:

www.yospace.com.au/feedback



or by email

admin@yospace.com.au



How to give feedback by post

If you would like to post us your feedback you can

- fill out the form at the end of this sheet

and

- post it to YR SPACE

PO Box 19,

Mt Evelyn, Vic 3796





Who else can you speak to?

You can tell someone else if you are not happy with our service.



You can speak to the

**National Disability Insurance Scheme (NDIS)
Quality and Safeguards Commission**

Phone 1800 035 544



Disability Services Commissioner

Phone 1800 677 342



Department of Education and Training

Phone 03 9637 2000



The Complaints Resolution and Referral Service

Phone 1800 880 052

“The Complaints Resolution and Referral Service is a free service for people with disability who are users of Australian Disability Enterprises (ADE); Disability Employment Services (DES); and/or Disability Advocacy services”



Department of Health & Human Services

Phone 1300 884 706

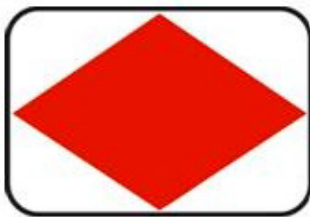


Abuse and Neglect Hotline

Phone 1800 880 052

If you would like help to give us your feedback you can

- ask for help from an advocate



Office of the Public Advocate

Phone: 1300 309 337 (Monday-Friday between 9am-4.45pm)

Feedback form



Fill out this form if you would like to post your feedback to us.



You can ask someone to help you do this.

What is your feedback about?

Mark **or** tick **ONE** answer.

☐

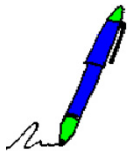
YR SPACE in general

☐

A YR SPACE Program

Write which program here:

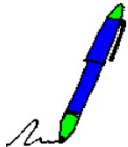
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☐

Someone who works at YR SPACE

Write the person's name here

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Tell us about you

Mark **or** tick **ONE** answer

☐

I am a person with disability

and

I receive services from YR SPACE

☐

I am a person with disability

and

I **DO NOT** receive services from YR
SPACE

☐

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

☐

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

Do you want us to contact you?

☐

No

☐

Yes

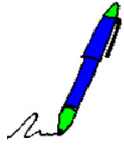


Write how we can contact you here

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Write what you would like to tell us.

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Write what you would like to see happen.

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You have finished this form.

We will respond to your feedback within 3 days.

Thank-you for your feedback.

Please send to:

PO Box 19,

Mt Evelyn,

Vic 3796

What happens to your feedback?

1. Acknowledge



YR SPACE now knows that you have a problem with YR SPACE and you are unhappy.



We will tell you we have received your feedback in 3 days.

2. Answers



YR SPACE will ask questions to understand why something has or has not happened or why a decision was made.

3. Action

We will

- take steps to fix the problem

and

- check that it has been fixed.



4. Apologise

YR SPACE will say sorry if we need to.



Investigating complaints

If you tell us something that is very serious we will need to find out what has happened.



We will only ask you questions if:

- what you tell us is serious
- you tell us about more than one issue
- you tell us something about someone who works for YR SPACE
- what you tell us means someone is in danger
or
- if the Government says we have to.



We will make sure that we

- are fair and **unbiased** when you make a complaint against YR SPACE
- do not tell anyone about the complaint, unless they need to know





- tell you about what will happen once you have made a complaint
- ask you if you would like to be involved in fixing the complaint
- tell you what is happening with your complaint and
- **resolve** your complaint as quickly as possible.



Resolving Complaints

21

YR SPACE aims to resolve a complaint in 21 **business days**.

Words in this sheet

Service

What we do for you. The support we give you.

It can also mean the place you come to get support from us. For example

- a day service.

Resolve

To fix something

Support

To help someone. To give them what they need.

Hearing

impairment

A person who has a hearing impairment cannot hear properly. They might

- be unable to hear at all

or

- only hear a little bit

Unbiased

When you do not favour someone

Business days

Monday to Friday