

## Yarra Ranges SDS OSH Program Complaints Information & Guidelines

Yarra Ranges SDS is committed to good communication and treating everyone with dignity and respect.

The School has developed this information to improve communication for us all when addressing concerns or making a complaint that is related to the school's out-of-school-hours programs.

- Do you have any questions about the programs or something you would like to discuss?
- We are happy to talk to you.
- Your views and suggestions are important to us.
- Remember, programs work best when there is a partnership between you and program organisers.

You may be supported at any meeting by a friend, colleague or a representative from an advocacy or support organisation. The following local organisation offers information or assistance: Youth Disability Advocacy Service (YDAS) – a service of the Youth Affairs Council of Victoria (YACVic) and is funded by the State Government on 1300 727 176. Assistance can also be sought via the Office of the Public Advocate's advice service on 1300 309 337.

Parents, caregivers, participants and staff members have a number of rights including the right to obtain copies of policies and procedures.

### How do I raise an issue or make a complaint?

**There will be no retribution to a person who makes a complaint – we welcome all feedback.**

Parents, caregivers, participants and staff members are strongly encouraged to contact the Program Manager in the first instance on all matters involving the program.

#### Step 1

Identify your topic or issue

Making notes is a good idea as it ensures that you cover all points. Think about the resolution you would like to see as an outcome.

#### Step 2

Contact the school and speak to the Program Manager.

They will discuss an appropriate way forward with you. This may include organising a meeting for a mutually convenient time.

#### Step 3

Meet with the Program Manager

#### Step 4

Contact the School Principal / Approved Program Officer (APO) if the matter is unresolved.

#### Step 5

If the matter is unresolved at the school level:

Parents, carers and participants can address complaints to the NDIS Quality and Safeguards Commission on 1800 035 544 or visit their website [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au) or contact the Disability Services Commissioner on 1800 677 342 or visit their website [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au) for more information.

Staff members can address complaints to [Victorian Public Sector Commission](#), [the Merit Protection Boards](#), [the Victorian Institute of Teaching](#), [the Ombudsman's Office](#), [the Victorian Equal Opportunity and Human Rights Commission](#) or [the Human Rights Commission](#).

The nature of the complaint will determine which organisation may be appropriate.