

Service Feedback & Complaints

Step Up Support Services encourages feedback and comments on the services we provide, both positive and negative. Your feedback will be treated with confidentiality and sensitivity and all complaints can be submitted anonymously if required.

- We encourage anyone with a complaint to speak directly to a Step Up Support Services staff member, or use any of the methods provided below.
- If the matter cannot be resolved promptly or within 24 hours, it will be escalated to Step Up Support Services' Management Team as a grievance.
- Your complaint will be formally acknowledged within two working days and a staff member will keep you updated regarding its resolution.
- If you are not satisfied with Step Up Support Services response or in addition to your direct complaint you may also make a complaint to any of the contacts listed below.

Step Up Support Services

Directly with a staff member, either verbally or by submitting a completed <i>Feedback and Complaints Form</i>
By email to admin@stepupsupports.com
By phone to 03 4313 4900
In writing to: Step Up Support Services: Ballarat Business Centre, 15 Dawson St, Sth, Ballarat VIC. 3350.
Using the link included on all Step Up Support Services email footers
By website www.stepupsupports.com / feedback .

Disability Services Complaints

National Disability Insurance Agency	feedback@ndis.gov.au	1800 800 110
NDIS Quality and Safeguards Commission	Complaint contact form www.ndiscommission.gov.au	1800 035 544
Victorian Disability Services Commission	complaints@odsc.vic.gov.au	1800 677 342

Disability Advocacy

Grampians Disability Advocacy Association	gdaab@bigpond.net.au	03 5333 7344
Office of the Public Advocate	publicadvocate@justice.vic.gov.au	1300 309 337
Disability Justice Advocate	info@justadvocacy.com	1800 808 126