

# Feedback

## VMCH commits to upholding the Rights of people we support, consistent with our [Vision, Mission and Values](#).

We strive for excellence and continuous improvement. Our services are regularly reviewed and we welcome all feedback.

To provide feedback or make a complaint you can send an email using the form on this page or call **1300 698 624** or talk to a staff member from your service.

We have procedures in place to record and respond to all feedback which is reviewed by senior staff.

You can download a copy of our **Client Handbook** which details our policies and feed back procedures [here](#) or for children's services [here](#). There is also an Easy Read version of our Client Handbook, please click [here](#).

If, at any time, you want someone independent to speak on your behalf, or if you are concerned that there has been breach of Human Rights, there are a range of organisations that can help – including those listed below.

## Advocacy Contacts

### NDIS Commission Complaints

Level 20, 570 Bourke St Melbourne Vic 3000

Ph: 1800 035 544

TTY: 133 677

E: [feedback@ndis.gov.au](mailto:feedback@ndis.gov.au)

[Click here](#) to complete a complaint contact form

[www.ndiscommission.gov.au/about/complaints](http://www.ndiscommission.gov.au/about/complaints)

### Association for Children with Disability

Suite 1, 587 Canterbury Road, Surrey Hills, VIC 3127

Ph: (03) 9880 7000

Rural: 1800 654 013

E: [mail@acd.org.au](mailto:mail@acd.org.au)

[www.acd.org.au](http://www.acd.org.au)

### Disability Resource Centre

3rd floor Ross House, 247 Flinders Lane Melbourne VIC 3000

Ph: (03) 9671 3000

E: [advocacy@drc.org.au](mailto:advocacy@drc.org.au)

[www.daru.org.au/organisation/disability-resources-centre](http://www.daru.org.au/organisation/disability-resources-centre)

### Office of the Public Advocate (OPA)

Level 1, 204 Lygon St Carlton Vic 3053

Ph: 1300 309 337

TTY: 1300 305 612

[www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

### VACCHO – Victorian Aboriginal Community Controlled Health Organisation Inc.

17–23 Sackville Street – PO Box 1328 Collingwood Vic 3066

Ph: 03 9411 9411

E: [enquiries@vaccho.org.au](mailto:enquiries@vaccho.org.au)

[www.vaccho.org.au](http://www.vaccho.org.au)

### VALID Inc – The Victorian League for Individuals with a Disability

130 Cremorne Street Richmond Vic 3121

Ph: (03) 9416 4003

NDIS Hotline: 1800 655 570

E: [office@valid.org.au](mailto:office@valid.org.au)

[www.valid.org.au](http://www.valid.org.au)

