

Bilby Shoes Complaints / Feedback Form

Fill in the details of the person who is making the complaint/ providing feedback.

Name of Person	
Address	
Phone	
Email	
My preferred contact method is	

If you are making the complaint/feedback on behalf of another person provide the following details.

Your Name:	
What is your relationship to the person?	
Does the person know you are making this complaint/providing feedback?	
Does the person consent to the complaint/feedback being made?	

Who is the person, or the service about whom you are complaining or providing feedback about?

Name	
Contact Details (if known)	

What is your Complaint/Feedback about?

Provide some details to help us understand your concerns. You should include what happened, where it happened, time it happened and who was involved.

Supporting Information

Please attach copies of any documentation that may help us to investigate your complaint/feedback (for example letters, references, emails).

What outcomes are you seeking as a result of the complaint/feedback?

OFFICE USE ONLY

Complaint received by	
Date received	
Action taken or required	
Date action completed	
Signature	

Please see list of disability advocacy groups that may be able to assist you with lodging your complaint below (page 5 & 6). If you are unable to access them yourself, upon request Bilby Shoes can contact these advocacy agencies for you. The list includes the NDIS Commission.

NDIS Commission

- 1800 035 544 (free call from landlines)
- TTY 133 677. Interpreters can be arranged.
- Or you can go to their website and fill out a complaint form:
<https://www.ndiscommission.gov.au/>

NATIONAL RELAY SERVICE

To access a standard, mobile, 1300, or 1900 DSS number:

- TTY users - phone 133 677 then ask for the phone number you wish to contact
- Speak and Listen (speech-to-speech relay) users - phone 1300 555 727 then ask for the phone number you wish to contact
- Internet relay users - visit the [National Relay Service website](#) and ask for the phone number you wish to contact.

To access a 1800 DSS number:

- TTY users - phone 1800 555 677 then ask for the 1800 toll-free number you wish to contact
- Speak and Listen (speech-to-speech relay) users - phone 1800 555 727 then ask for the 1800 toll-free number you wish to contact
- Internet relay users - visit the [National Relay Service website](#) and ask for the 1800 toll-free number you wish to contact.

Disability Advocacy Services:

ADEC (ACTION ON DISABILITY IN ETHNIC COMMUNITIES)

www.adec.org.au

175 Plenty Rd, Preston 3072

ph. 9480 7000 Toll Free 1800 626 078 fax: 9480 3444

email: info@adec.org.au

AMAZE (formerly Autism Victoria)

www.amaze.org.au

24 Drummond St Carlton (PO Box 374 Carlton South VIC 3053)

Tel: 9657 1600 Info line 1300 308 699 Fax: 9639 4955

Email: info@amaze.org.au

NB: Info, counselling, family support and other services to people with autism/their families

ASSOCIATION FOR CHILDREN WITH A DISABILITY - ACD

www.acd.org.au

Suite 2, 98 Morang Road, Hawthorn Victoria 3122
ph. 9818 2000 Toll Free 1800 654 013 fax 9818 2300
email: mail@acd.org.au

NB. Info., Advocacy & Support for families of children who have a disability

BCA (BLIND CITIZENS AUSTRALIA)

www.bca.org.au

Lev. 3, Ross House, 247 Flinders Lane, Melbourne 3000
ph. 9654 1400 Toll Free 1800 033 660 fax. 9650 3200
email: bca@bca.org.au

NB. Info & individual advocacy support for people with sensory impairment

COMMUNICATION RIGHTS AUSTRALIA - CAUS

www.caus.com.au

Unit 4, 3 Tuck St. Moorabbin (PO Box 292 Bentleigh 3204)
ph. 9555 8552 Toll Free 1800 995 383 fax 9555 8550
email: info@caus.com.au

NB. Info & advocacy for people with disabilities who have speech or communication difficulties

DISABILITY DISCRIMINATION LEGAL SERVICE (DDLS)

www.communitylaw.org.au/ddls

2nd Floor, Ross House 247 Flinders Lane, Melbourne 3000
Tel: 9654 8644 Free call 1300 882 872 TTY: 9654 6817 Fax: 9639 7422
Email: info@ddls.org.au

NB. Can provide advocacy, legal advice, training and community education on the Federal DDA.

DISABILITY JUSTICE ADVOCACY (DJA)

www.justadvocacy.com

2 /28A Albert Street Preston 3072
email: info@justadvocacy.com
ph. 9474 0077 freecall 1800 808 126

NB. Provide advocacy for people with higher support needs

DISABILITY RESOURCES CENTRE (DRC)

www.drc.org.au

3rd Floor, Ross House 247 Flinders Lane, Melbourne 3000
Tel: 9671 3000 Fax: 9489 2988
Email: advocacy@drc.org.au

Outreach: 186 Foster St East, Dandenong

Tel: 9791 4870 Fax: 9792 1111

Email: katrina@drc.org.au

NB. Information individual advocacy and support for adults with disabilities in Melbourne area

MIGRANT RESOURCE CENTRE (MRC)

www.mrcnorthwest.org.au

20 Victoria Crescent, St Albans 3021

Tel: 9367-6044 Fax: 9367-4344

Email: mrcnw@mrcnorthwest.org.au

NB. Individual advocacy for people with a disability from CALD backgrounds

RIGHTS INFORMATION AND ADVOCACY CENTRE (RIAC)

<https://riac.org.au/contact-us/>

03 5222 5499

referrals@riac.org.au

You can also post to: PO BOX 1763 SHEPPARTON VIC 3630

SENIORS RIGHTS VICTORIA

<https://seniorsrights.org.au/contact-us/>

1300 368 821 in order to report and receive information regarding elder abuse

Helps any Victorian aged 60 and above, or to any Indigenous Victorian aged 45 and above

VALID (VIC. ADVOCACY LEAGUE FOR INDIVIDUALS WITH DISABILITY INC.)

www.valid.org.au

235 Napier St., Fitzroy 3065

ph. 9416 4003 Freecall 1800 655 570 fax. 9416 0850

email: office@valid.org.au

NB. Provides advocacy support for adults with an intellectual disability across Victoria

VICTORIAN MENTAL ILLNESS AWARENESS COUNCIL (VMIAC)

www.vmiac.org.au

Building 1, 22 Aintree St, Brunswick East VIC 3057

Tel: 9380 3900 Fax: 9388 1445

Email: info@vmiac.org.au

NB. Individual advocacy and support for groups of people with emotional and/or mental difficulties

WOMEN WITH DISABILITIES VICTORIA (WDV)

www.wdv.org.au

Lev 9, 255 Bourke St.

(GPO Box 1160) Melbourne 3001

Tel: 9286 7800

Fax: 9663 7955

Email: wdv@wdv.org.au

NB. Systemic advocacy on behalf of women with disabilities

To find further disability support services in your local area such as counselling, advocacy, legal and financial services please click the following link and select your state:

<https://www.dss.gov.au/disability-and-carers-disability-royal-commission-support-services/find-disability-royal-commission-support-services-in-your-area>

Please note that the above list is not an exhaustive list advocacy and counselling services available. Each person with a disability requires tailored support and the supports they require may not be listed above, if this is the case please call us on 9465 0880 and we will find an alternative counselling and advocacy service.