

GOT A COMPLAINT ...
AND DON'T KNOW WHAT TO DO?

*At Key Employment it's as easy as
One two three !!*

STEP ONE

TELL YOUR CONSULTANT.
HE OR SHE MUST TELL THE
MANAGER STRAIGHT AWAY
OR YOU CAN GO
DIRECT TO THE MANAGER



JODI WOOD

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GRIEVANCE PROCEDURE

STEP TWO

IF THE MANAGER
CAN'T HELP, YOU
CAN GO TO THE
CHAIRPERSON
OR ANY BOARD MEMBER.

STEP THREE

IF YOU ARE STILL NOT
HAPPY YOU CAN GO TO THE
*COMPLAINTS RESOLUTION
AND REFERRAL SERVICE:*
1800 880 052, Fax 02 9318 1372.
A FRIEND OR FAMILY
MEMBER CAN HELP YOU
COMPLAIN.

**Remember
Key Employment
must help you
with every step .**

FACT SHEET

THE CRRS CAN HELP YOU SORT OUT COMPLAINTS
IF A COMMONWEALTH-FUNDED DISABILITY
EMPLOYMENT OR ADVOCACY SERVICE IS NOT
MEETING THE DISABILITY SERVICE STANDARDS.

We are a free and impartial service
dealing with complaints about:

- Disability Employment Services (DES)
- Australian Disability Enterprises (ADE)
- Advocacy Services.

Unhappy customers of any of these services
can access the Complaints Resolution and
Referral Service (CRRS) which will act as a
mediator or facilitator between the individual
and the respective service.

WHAT CAN I COMPLAIN ABOUT?

These can include issues such as:

- Not getting the right pay
- Unsafe or poor employment conditions
- Not being respected and valued at work
- Not receiving the training you need to find,
keep, or do a new job
- Not getting a service or support that you
should be provided with
- Not being allowed to make a complaint
or ignoring your complaint
- Abuse and neglect
- Being unfairly exited from a service.

If you are not sure if your problem is about
the Disability Service Standards, you can still
contact the CRRS and you will be referred to
another service that may be able to help you.

Individuals who use the service will:

- Receive impartial and confidential advice
- Be treated with respect and understanding
- Be listened to objectively.

Services who participate in the Complaints
Resolution and Referral Process will:

- Benefit from the skillful investigation
- Value the objective and outcome
focused approach
- Gain skills in handling complaints
- Succeed in achieving better resolution
of issues.

For more information or to make a complaint,
contact the CRRS:

FREECALL US TODAY
1800 880 052

TTY
1800 301 130

NATIONAL RELAY SERVICE (NRS)
1800 555 677

TRANSLATING AND INTERPRETING SERVICE (TIS)
13 14 50

EMAIL
crrs@workfocus.com

WEB
www.crrs.net.au

EVERY PERSON HAS THE RIGHT
TO BE HEARD. CRRS ENSURES
THAT SERVICES ARE LISTENING



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