

How to make a COMPLAINT or COMPLIMENT

As a Restore Person you have the right to make a complaint if you feel that the service you have received does not meet your expectations, or if you wish to provide any feedback or compliments. This helps us improve services for people who need and use them.



If you want to make a Complaint about RESTORE counselling or cultural healing:

1. Please speak to your counsellor, if you are able.
2. If you are unable or not satisfied with the response, contact the Manager of your counsellors organisation.
3. You can contact Restore, 9am – 5pm Mon-Fri



Restore: 1800 Restore (1800 7378 673)

Open Place: 1800 779 379

Care Leaver Australasia Network (CLAN): 1800 008 774

drummond street services: (03) 9663 6733

Ngarra Jarra Noun (VACCA): (03) 9459 7030

Victorian Centers Against Sexual Assault (CASA) 1800 806 292



Email: restore@casa.org.au



Mail: Restore
PO Box 72
East Bentleigh
Victoria, 3145



If your counsellor is a Private Practitioner and you need to make a complaint:

1. Please speak to your counsellor about your concerns, if you are able.
2. If you are unable or not satisfied with the response you receive, if available contact the Service and speak with the Manager of that Service.
3. You can contact **RESTORE**, 9am – 5pm Mon-Fri

Phone: 1800 Restore (1800 7378 673)



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East Bentleigh
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4. You can also make a complaint to the professional body that they are registered with – see over.

AASW – Australian Association of Social Workers



Phone: 1800 630 124
Monday – Thursday 8:00am – 4.00pm
14 – 20 Blackwood Street,
North Melbourne
Vic 3051

AHPRA – Australian Health Practitioner Regulation Agency (Victoria) Psychology Board



Phone: 1300 419 495
Mon – Fri 9:00am - 5:00pm
GPO Box 9958
Melbourne
Vic 3001

Or

Health Services Commissioner



Phone: 8601 5200 or Free call 1800 136 066
Level 30, 570 Bourke Street
Melbourne 3000



If you need to make a Complaint or provide Feedback about your experiences with RESTORE – The Victorian Redress

Counselling Service:



South Eastern Centre Against Sexual Assault: (03) 9928 8741



Restore: 1800 Restore (1800 7378 673)



Email: restore@casa.org.au





Letter: Restore
PO Box 72
East Bentleigh
Victoria, 3145

National
Redress Scheme



If you need to make a Complaint or provide Feedback about your experiences with the

National Redress Scheme:

-  Email : complaints@dss.gov.au
-  Mail: DSS Feedback, GPO Box 9820, Canberra, ACT, 2601
- Online Form: <https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/feedback-form>



If you are not satisfied with the response to your complaint, you can make a complaint to the Commonwealth Ombudsman:

Commonwealth Ombudsman contact details:



Phone: 1300 362 072



Indigenous Line: 1800 060 789



Letter: Commonwealth Ombudsman, GPO Box 442, Canberra ACT, 2601

Online Complaint Form: <https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>



If you find it difficult to hear or speak, you can contact Restore through the National Relay Services: 1800 555 660 or at www.relayservice.gov.au



If you require an interpreter, please contact the Translating and Interpreting Service on 131 450 or at www.tisnational.gov.au and ask them to contact on your behalf.