



CRRS
complaints resolution
and referral service

An impartial and confidential service
dealing with complaints about

- Disability Employment Services (DES)
- Australian Disability Enterprises (ADEs)
- Advocacy Services

The CRRS can help you sort out complaints if a Commonwealth-funded disability employment or advocacy service is not meeting the Disability Services Standards.

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.

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



Telephone
1800 880 052



Telephone Typewriter
1800 301 130



National Relay Service
1800 555 677



Translating & Interpreting Service
13 14 50



Fax
02 9318 1372



Email
crrs@pwd.org.au



Website
www.crrs.org.au

