



Australian Government

# Complaints Resolution and Referral Service (CRRS)

**1800 880 052**

[jobaccess.gov.au/complaints/crrs](http://jobaccess.gov.au/complaints/crrs)

**Fact Sheet**

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

CRRS is a free and impartial service dealing with complaints about:

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

Unhappy users of any of these services can access the CRRS, which will act as a mediator or facilitator between the individual and the respective service.

## What can I lodge a complaint about?

- 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 **National Standards for Disability Services**, 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 will:

- Benefit from the skilful 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:



**Call (toll free)**  
**1800 880 052**



**Email**  
**crrs@glresolution.au**



**Visit**  
**jobaccess.gov.au/complaints/crrs**



**National Relay Service**  
**1800 555 677**



**Translating and Interpreting Service**  
**13 14 50**

Every person has the right to be heard. The CRRS ensures that services are listening