

your
feedback



is God Frig
Or Solid and Army



Look at these boxes to read the Easy English version.



we're listening

Talk to us if you are worried about anything.



If you are a person we support, a family member, carer, supplier or member of the wider community and would like to provide us with feedback on any aspect of our work, we want to hear from you. Whether you have a suggestion, compliment, concern or complaint, you can be sure that your feedback is welcome and will be addressed fairly and with professionalism. Our direct service staff are empowered to work with you to address matters 'on the ground' as they happen, which means that you can always expect a dynamic and prompt response to your concerns.

suggestions and compliments

You can call, write or use the computer to speak with us.



To make a suggestion or compliment you can:

- Talk or write directly to the staff member OR
- Talk or write to the relevant manager OR
- Complete and lodge the attached feedback form.



concerns and complaints

Try to talk to your usual support person first. If you are still unhappy, then speak with a manager.



If you wish to express a concern or complaint, you may do so openly or anonymously.

To express a concern or make a complaint:

1. First, speak or write to the staff person who provides the service.
2. If you are not satisfied with the response you receive, talk to the relevant manager.
3. If you don't know the relevant manager or are not comfortable doing this, please complete and lodge the attached form.
4. You can also complete this form online at: www.inclusionmelbourne.org.au

We will always listen and take what you say seriously. We will look into what you say.



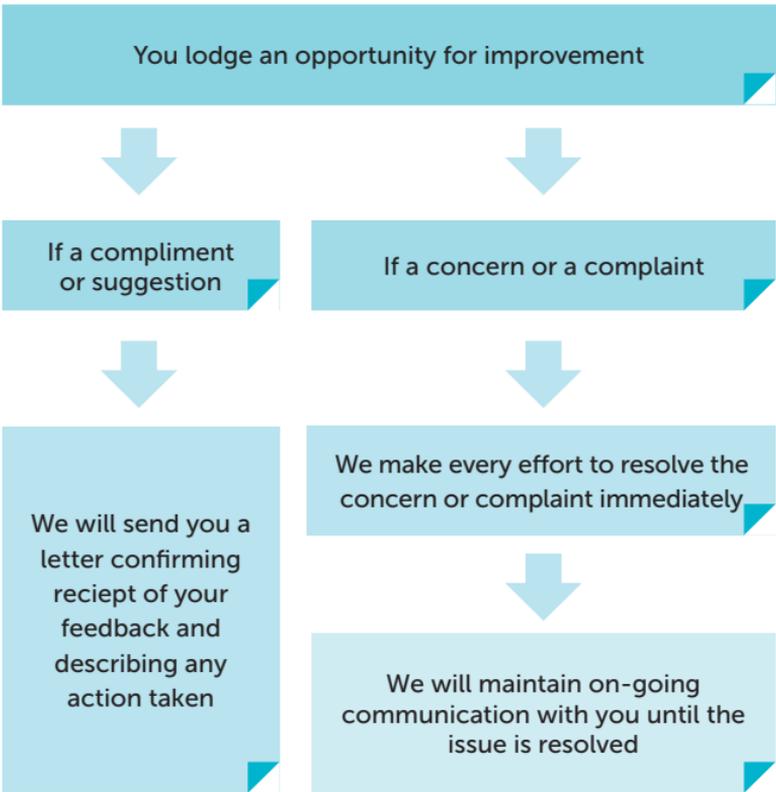
In response, we will:

- Listen to your information
- Deal with any information quickly, consistently and seriously
- Investigate your concerns
- Refer issues that may be best dealt with by others (such as police, ombudsman, public advocate, etc.)
- Keep you up to date on how your concern is being handled
- Comply with all aspects of the Commonwealth Privacy Act 1988, the Australian Privacy Principles under that Act, the Victorian Health Records Act 2001 and the Health Privacy Principles under that Act.

our continuous improvement process

We are always looking to get better at everything we do. 

Inclusion Melbourne is committed to providing you with the highest quality services. Your feedback helps us to improve our service to meet your needs. The flowchart below shows how our continuous improvement process works.



how to give feedback

You can send us your notes in 3 ways 

- In person: Hand your completed form directly to a staff member
- Email: feedback@im.org.au
- Mail: PO Box 8093, Armadale VIC 3143

external services

If you are unhappy with the way Inclusion Melbourne has handled your complaint or concern, you can contact the following external agencies:



If you are dissatisfied with the way Inclusion Melbourne has handled your complaint or concern, you can contact the following external agencies:

disability services

Disability Services Commissioner

1800 677 342

TTY: 1300 726 563

NRS TTY: 1800 555 677 then ask for 1800 677 342

NRS Speak and Listen: 1800 555 677
then 1800 677 342

Level 30, 570 Bourke Street,
Melbourne VIC 3000 Australia

E: complaints@odsc.vic.gov.au

Online form: <http://www.odsc.vic.gov.au>

Office of the Public Advocate

Tel. 1300 309 337

TTY: 1300 305 612

Level 1, 204 Lygon Street
Carlton Victoria 3053

Online form: <http://www.publicadvocate.vic.gov.au>

National Disability Abuse and Neglect Hotline

Tel. 1800 880 052

TIS: 13 14 50

TTY: 1800 301 130

NRS: 1800 555 677

PO Box 126

St Leonards NSW 1590

E: hotline@workfocus.com

all services

Ombudsman Victoria

Tel . (03) 9613 6222

Toll Free: 1800 806 314 (regional only)

TTY: Call 133 677 then ask for (03) 9613 622

Speak and Listen: 1300 555 727 then (03) 9613 6222

Fax: (03) 9614 0246

Level 9,459 Collins Street (North Tower)

Melbourne VIC 3000

E: ombudvic@ombudsman.vic.gov.au

Online form: <http://www.ombudsman.vic.gov.au>

Victorian Equal Opportunity and Human Rights Commission

Tel. 1300 891 848

TTY: 1300 289 621

NRS TTY: 13 36 77 then ask for 1300 292 153

NRS Speak and Listen: 1300 555 727

then ask for 1300 292 153

Internet Relay:

relayservice.com.au then ask for 1300 292 153

Level 3, 204 Lygon Street

Carlton VIC 3053

E: Complaints@veohrc.vic.gov.au

Online form:

<http://www.humanrightscommission.vic.gov.au>

Privacy Commissioner

Tel. 1300 363 992

TTY: 133 677 then ask for 1300 363 992

Speak and Listen: 1300 555 727

then ask for 1300 363 992

E: enquiries@oaic.gov.au

<http://www.oaic.gov.au>

Health Services Commissioner

Tel. (03) 8601 5200

Toll Free: 1800 136 066

TTY: 1300 550 275

30th Floor, 570 Bourke Street

Melbourne VIC 3000

E: hsc@health.vic.gov.au

Online form

<http://www.health.vic.gov.au/hsc/complaint.htm>

we welcome your feedback in relation to any aspect of our services.

Use this form if you want to say thank you or tell us something.



Do you want to tell us about a:

- Suggestion Compliment Comment
 Improvement Concern Complaint

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*Name

*Contact number

*Address

**This is optional. However please keep in mind that in order to handle your feedback properly, we may need to contact you to discuss the matter. All information will remain confidential.*

- Please tick this box if you give permission for your compliment to be included in Inclusion Melbourne's marketing eg. website, newsletters etc.

Office Use Only – No: Date:

Please cut along black line then fold along this line and tape shut.

inclusion *im* melbourne

Inclusion Melbourne
PO Box 8093,
Armadale VIC 3143

AFFIX
STAMP
HERE

im
inclusion melbourne

67 Sutherland Road Armadale VIC 3143

T. 03 9509 4266 F. 03 9576 0378

E. includeme@im.org.au W. inclusionmelbourne.org.au



Inclusion Melbourne Inc.



InclusionMelb