

Other contacts:

Disability Services Commissioner

Telephone: 1800 677 342 (free call)
TTY service for people with hearing or
speech difficulties: 1300 726 563

Complaints Resolution & Referral

Service CRRS – Telephone: 1800 555 677

National Disability Abuse & Neglect

Hotline – Telephone: 1800 880 052

Health Services Commissioner

Telephone: (61 3) 8601 5200
TTY service for people with hearing or
speech difficulties: 1800 136 066 (toll free)

Ombudsman Victoria

Telephone: 9613 6222

Ombudsman South Australia

Telephone: (08) 8226 8699

Privacy and Freedom of Information

Office of Australian Information
Commissioner: 1300 363 992

Privacy Victoria

Local call within Australia: 1300 666 444

Australian Human Rights Commission

Telephone: 1300 656 419
www.humanrights.gov.au



WDEA WORKS HEAD OFFICE
52 FAIRY STREET, WARRNAMBOOL 3280
PHONE: 5561 2579
www.wdea.org.au

**PLEASE LET US KNOW IF YOU HAVE ANY
SUGGESTIONS OR CONCERNS
ABOUT OUR SERVICES**



ARARAT • BALLARAT • BENDIGO • COLAC • GEELONG
HAMILTON • HORSHAM • MILDURA • MT. GAMBIER • PORTLAND
• SHEPPARTON • STAWELL • SWAN HILL • WARRNAMBOOL
ABN 18 781 854 750 A0019354X

We want to make sure our services work for you.

We will listen to feedback and concerns and we are committed to learning from individual experiences to improve the service we provide.

WDEA Works is committed to encouraging and acting on all types of suggestions for improvement to our services.

We would like to know if you believe:

- You were given satisfactory or unsatisfactory service
- Did not receive enough information or choice
- Denied respect, dignity or privacy
- Or if you have a suggestion for improvement.

What happens to the information collected?

The use of your information for these purposes is carefully controlled to ensure this is completed in accordance with the Privacy Act 1988; Information Privacy Act 2000 and the Health Records Act 2001

WDEA Works will ensure that the way services are provided to you is not affected if you choose to raise your concerns.

DO YOU HAVE A CONCERN

Steps to resolve your concern

Step 1:

Discuss your concern(s) with a WDEA Works Employee at your local office with the outcome of resolving where possible

Step 2:

Where it is not possible to resolve the concern locally, you can make a formal complaint by speaking to someone (in person or by telephone) or in writing either by using our External Formal Complaint Form or by letter and send to

Quality Management
WDEA Works 52 Fairy Street,
Warrnambool 3280

Or complete an Enquiry via
www.wdeaworks.org.au.

Step 3:

Alternatively, you may seek support from an outside organisation. A list of agencies on the back of this brochure or in the WDEA Works Handbook could assist you.



DO YOU HAVE A SUGGESTION

Please provide details of your suggestion below.

Please provide your contact details if you would like to be contacted regarding your suggestion.

Name	
Phone contact	

Please hand in your suggestion to your local WDEA Works office or
Send by mail attention: Quality Management, WDEA Works, 52 Fairy Street, Warrnambool 3280.