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Dotted lines for writing a response.



What if you are not happy with the response to your complaint?

If we have tried to resolve your complaint but you are not happy with the outcome, let us know and we will work with you to find other ways to fix the problem.

You also have the option of contacting one of the community services below if you are not happy with our response.

These are free, independent services that are not connected to Expression Australia. You can choose the one that is right for you.

For NDIS Services

NDIS Quality & Safeguards Commission
Phone. 1800 035 544
TTY. 133 677
Online. ndiscommission.gov.au/complaints

If you would like more information in Auslan about the NDIS Commission and complaints, search 'NDIS Understanding Complaints' on YouTube.

If the NDIS Commission cannot help you with your complaint, they will refer you to someone who can.

For Expression Employment complaints:

The Complaints Resolution and Referral Service is a free service provided by JobAccess.



Phone. 1800 880 052
Online. jobaccess.gov.au/complaints/crrs

For Commonwealth Home Support Programme (CHSP) complaints:

If your complaint is about services received under the CHSP, ask a staff member for a copy of the 'Do you have a concern?' brochure.

Tell us what you think

Thank you

You can post or email this back to us, drop the form at reception or return it to a staff member. We respect your privacy.



Expression Australia

Level 4, 340 Albert St, East Melbourne VIC 3002
feedback@expression.com.au
expression.com.au

Victorian Deaf Society ABN. 56 004 058 084



Your feedback is important

At Expression Australia, our clients and community are at the heart of everything we do. We are always looking for ways to improve our services, which is why your feedback is so important.

What do you like about our services? What could we do better?

We welcome and encourage all types of feedback. Compliments, complaints, ideas – we want to know what you think.

When you give us feedback, we will:

- Listen to what you have to say
- Be fair, open and respectful
- Keep you up to date with our response
- Talk to you about how you would like any issues to be resolved
- Keep records private

How do you give feedback?

- Write to us:
Email. feedback@expression.com.au

Post to:
Quality Coordinator
Level 4, 340 Albert Street
East Melbourne VIC 3002
- Visit us: speak to a staff member or leave a message at reception
- Phone. (03) 9473 1111
- SMS/FaceTime. 0402 217 586
- Skype. [expression.australia](https://www.skype.com/people/expressionaustralia)
- TTY. (03) 9473 1199
- Online. Go to [expression.com.au](https://www.expression.com.au), select 'Contact Us' then 'Feedback'

If you need to make a complaint, that's ok. We want you to tell us if something is wrong.

Our Quality Coordinator takes responsibility for making sure we respond to your complaint appropriately.

You can remain anonymous. You do not have to give us your name and contact details, unless you want a reply to your feedback.

Step 1

We will contact you within two working days to tell you that we have received your complaint.



Step 2

Your complaint will be investigated. We may contact you again to get more information.



Step 3

We aim to resolve most complaints within 30 working days. We will keep you informed if it takes longer to resolve.

Auslan version is available on our website.



How did we do? Let us know.

You do not have to give us your name, but if you want a response to your feedback, please supply your name and contact details.

Date:

Your name:

Address:

Email:

SMS:

Comments:

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