

We welcome your feedback

How to have your say

Easy Read version



How to use this document



Spectrum wrote this document. When you see the word 'we', it means Spectrum.



We have written this information in an easy to read way.

We use pictures to explain some ideas.



This Easy Read document is a summary of another document.



You can ask for help to read this document.
A friend, family member or support person may be able to help you.

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We value your feedback



We want to know what you think about our services.



This includes any complaints you might have.

We believe people have a right to speak up because it helps us to understand:



- what works
- what doesn't work
- how we can make our services better.



We will listen to you because we want to make things better for our clients.



We want to give you high-quality care and services to meet your needs.

This means that if you have a problem with our services, we will:



- fix it as quickly as we can
- let you know how we are going with fixing it.



If we can't fix your problem, we will tell you why.



If we can't help you, we will try and find someone who can.

How to give us your feedback

There are lots of ways that you can give us your feedback.



You can talk to our staff about any problems you are having.

You can also:



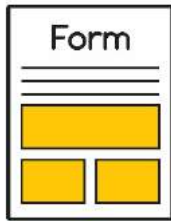
- send us an email – quality@spectrumvic.org.au



- phone us – 1300 735 653



- visit our website – www.spectrumvic.org.au



Or, you can use the Client Complaints and Feedback Form.

You can get a copy of this form:



- from our office reception area



- by downloading it from our website.



See and
Act with an
Open Mind



Understand
the Journey



Focus on
the Client
Experience



spectrum
feel at home



Create
Tomorrow



Be Different
and Be One



Co-Create
to Thrive

What we will do



If you have a problem with our services, we will work with you to try and fix it.



We will contact you to talk about your problem.

We will ask for more information to:



- help us understand your problem better
- ask you how you would like your problem to be fixed.

Do you need help giving your feedback?



There are lots of organisations that can support you with your:

- feedback
- complaint.



Disability Services Commissioner

1800 677 342

www.odsc.vic.gov.au/making-a-complaint/



Aged Care Complaints Commissioner

1800 550 552

www.agedcarecomplaints.gov.au/internet/accc/publishing.nsf/content/raising-a-complaint



Elder Rights Advocacy

1800 700 600

www.era.asn.au/

Department of Social Services



1800 634 035



www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries

Victorian Equal Opportunity and Human Rights Commission



1300 292 153,



www.humanrightscommission.vic.gov.au/discrimination/making-a-complaint

Contact us



1300 735 653

TTY Voice calls – 133 677

Speak & Listen – 1300 555 727

Translating and Interpreting (TIS National)

131 450



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