



## Lets talk

Spectrum is committed to providing high quality care and services to meet your needs.

We value your feedback, including complaints.

We view complaints as an opportunity to improve our services.

We appreciate you taking time to let us know what you think we do well and where we can improve our services.

We want to hear from you about how we're doing.

## Contact

Spectrum  
Level 5, 61 Riggall Street  
Dallas, 3047  
P. 1300 735 653  
E. [quality@spectrumvic.org.au](mailto:quality@spectrumvic.org.au)

# We welcome your Feedback



1300 735 653



[quality@spectrumvic.org.au](mailto:quality@spectrumvic.org.au)



[www.spectrumvic.org.au](http://www.spectrumvic.org.au)



spectrum  
feel at home

your feedback is important to us.

## Spectrum values your feedback

Spectrum welcomes feedback, including complaints.

We believe people have a right to speak up as it helps us to understand what works, what doesn't and where we can make improvements in our services.

Spectrum listens to our clients and stakeholders, seeking feedback and welcoming the opportunity to improve

We take all feedback seriously and want to understand how we can best deliver services to you.

## We aim to:

Spectrum aims to:

- Resolve your complaint as quickly as possible
- Keep you informed of the progress at all times

If we cannot deal with your complaint, we will explain why.

If we are unable to help you, we will try to refer you to someone who can.

## How to give us feedback:

Please speak to our staff if you have any issues you wish to raise.

We also welcome feedback via email, phone and website.

You can also use the Client Complaints & Feedback Form available from our office reception area or downloadable from our website.

## What we will do:

We will work with you to assess how best to resolve your complaint.

When we contact you to talk about your feedback or complaint we may ask for more information to help us understand your complaint.

Spectrum will ask you what you would like to happen.

## spectrum values

- Understand the Journey
- Be Different and Be One
- Focus on the Client Experience
- See and Act with an Open Mind
- Create Tomorrow
- Co-Create to Thrive



## external agencies who can help you provide feedback and complaints

- Disability Services Commissioner:  
1800 677 342  
<http://www.odsc.vic.gov.au/making-a-complaint/>
- Aged Care Complaints Commissioner:  
1800 550 552,  
[Aged Care Complaints](http://www.agedcare.gov.au/aged-care-complaints)
- Elder Rights Advocacy  
1800 700 600  
<http://era.asn.au/>
- Commonwealth Ombudsman:  
1300 362 072  
<http://www.ombudsman.gov.au/making-a-complaint>
- Department of Social Services:  
1800 634 035  
<https://www.dss.gov.au/contact/feedback-compliments-complaints-and-enquiries/complaints-page>
- Office of the Victorian Information Commissioner:  
1300 363 992  
[OAIC Complaints](http://www.oaic.gov.au/oaic-complaints)
- Victorian Equal Opportunity and Human Rights Commission  
1300 292 153,  
<http://www.humanrightscommission.vic.gov.au/discrimination/making-a-complaint>