



Who can help you?

All other programs

Victorian Ombudsman

Tel: (03) 9613 6222 | TTY: 133 677 then 9613 6222

Free call: 1800 806 314 (regional VIC only)

Telephone interpreter: 131 450

Email: ombudvic@ombudsman.vic.gov.au

VIC Equal Opportunity & Human Rights Commission

Tel: 1300 292 153 | TTY: 1300 289 621

Email: enquiries@veohrc.vic.gov.au

NSW Ombudsman

Tel: (02) 9286 1000 | TTY: (02) 9264 8050

Free call: 1800 451 524 (regional NSW only)

Email: nswombo@ombo.nsw.gov.au

NSW Anti Discrimination Board

Tel: (02) 9268 5544

Free call: 1800 670 812 (regional NSW only)

Email: complaintsadb@justice.nsw.gov.au

Ombudsman NT

Tel: (08) 8999 1818 | Free call: 1800 806 380

Email: nt.ombudsman@nt.gov.au

NT Anti-Discrimination Commission

Tel: (08) 8999 1444 | Free call: 1800 813 846

Email: antidiscrimination@nt.gov.au

Contact Us

Jesuit Social Services

Tel (03) 9421 7600

Fax (03) 9421 7699

326 Church St (PO Box 271)

Richmond VIC 3121

www.jss.org.au

Jesuit Social Services is a social change organisation working to build a just society where all people can live to their full potential.



Feedback and Complaints





Giving feedback or making a complaint

Jesuit Social Services welcomes feedback. We encourage you to tell us about your experience with our services and programs. Your feedback helps us to improve our services for other people.

To give feedback or make a complaint you can:

- Talk to your worker or the Program Coordinator/Manager
- Ask a staff member for a copy of a *Feedback and Complaint Form*
- Download a hardcopy *Feedback and Complaint Form* from our website: www.jss.org.au/feedback-and-complaints
- Submit your feedback using our online form at: www.jss.org.au/feedback-and-complaints
- Telephone the Manager of our Learning & Practice Development Unit on (03) 9421 7600 to discuss your feedback, or the feedback and complaints process.

Can someone help me make a complaint?

At any stage you can ask a support person to help you with the process, including a friend, a family member, a worker from another service, an Elder, or an interpreter.

Can I be anonymous?

You can give us feedback without giving us your name. We will still take your feedback seriously, but we won't be able to contact you.



What happens next?

If you provide contact details, you will be contacted within two working days to discuss how we will respond to your feedback or complaint.

Nothing you say will affect the services you receive from Jesuit Social Services.

If you make a complaint, we will:

- Listen
- Deal with the issue quickly
- Respect your privacy and keep information you have given us confidential
- Answer your questions
- Talk to you about how the problem can be resolved
- Talk to you about the outcome
- Tell you about other people outside of Jesuit Social Services who can help you.

Who can help you?

If you're unhappy with our response, you can ask people outside of Jesuit Social Services to help you.

Dillon House **Homelessness Advocacy Service (HAS)**
Tel: 1800 066 256
www.chp.org.au/services/has/

Perry House **Community Visitors, Office of the Public Advocate**
Tel: 1300 309 337 | TTY: 1300 305 612
Email: OPA_Advice@justice.vic.gov.au

The Disability Services Commissioner
Tel: 1800 677 342 | TTY: 1300 726 663
Email: complaints@odsc.vic.gov.au

Jesuit Community College

National Training Complaints Hotline
Tel: 13 38 73

Australian Skills Quality Authority (ASQA)
Refer to Complaints section of ASQA website
www.asqa.gov.au

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