

All good?

We'd love to know if you are happy with the service provided to you today. Please feel free to write any feedback you may have below.



1. You have recently used atWork Australia's employment services. Which atWork Australia program are you a part of?

Disability Employment Services (DES)

Workforce Australia

ParentsNext

Unsure

2. Which office did you visit?

3. To what extent do you agree or disagree with the following statement:

"atWork Australia made it easy for me to look for a job."

Strongly disagree

Disagree

Somewhat disagree

Neither agree or disagree

Somewhat agree

Agree

Strongly agree

Can you please explain why you feel this way?

4. Thinking of your recent experience with atWork Australia, how likely would you be to recommend us to a friend or family member? 0=not at all likely, 10=extremely likely

0 1 2 3 4 5 6 7 8 9 10

5. Would you be willing to have your story featured as part of our Good News Story campaign?

This campaign showcases the successes of atWork Australia clients.

Yes

No

If yes, please complete your details below.

YOUR DETAILS (optional)

Name:

Phone:

Email:

Date:

Feedback & Complaints Process

If you have positive feedback or a complaint you would like discussed, please feel free to follow any of the steps below.

1. Discuss your positive feedback or complaint with a staff member of the site.
We are happy to discuss any feedback you would like to offer without any discrimination.
2. Talk to our **atWork Australia Contact Centre**
If your feedback or complaint is related to Disability Employment Services, email **contactDES@atworkaustralia.com.au** or call **1300 080 856**
If your feedback or complaint is related to Workforce Australia, email **contact@atworkaustralia.com.au** or call **1300 080 856**
3. You may also contact the Government's National Customer Service line on **1800 805 260**.
4. For people with a disability, you can also call the Complaints Resolution and Referral Service (CRRS) on 1800 880 052.
5. To report abuse or neglect of a person with disability, anyone can contact the National Disability Abuse and Neglect Hotline on **1800 880 052** or email **hotline@workfocus.com**



Thank you very much for your feedback.