

# Providing Feedback

**At Omnia Inclusive Employment Solutions, we love feedback! It means we have the opportunity to hear what is working, or not working for you and allows us to improve our service for everyone.**

What can feedback and complaints be about?

- Anything you are happy or not happy about with Omnia Inclusive Employment Solutions.
- Things that are working or not working at Omnia Inclusive Employment Solutions.
- The way your plan is delivered and any changes you want made.
- If we have helped you achieve a goal or could have done so better.

We love hearing about our participants success stories and any milestones that have been made! We encourage you to keep in contact with your Employment Consultant or our staff to let us know how you are going.

## Who can I talk to?

You can come and talk to any Omnia Inclusive Employment Solutions staff member at anytime and we will listen to what you have to say.

You can also have a friend, family member, advocate or staff member support you to make a complaint or give feedback.

## How can I give my feedback?

- 1 Talk to our staff
- 2 Send us an email
- 3 Feedback and complaints form
- 4 Give us a call

## Contact us

1800 466 046  
hello@omnia-inclusive.com.au

## Feedback and Complaints Procedure

### 1 Talk to your Employment Consultant

If you have a problem you should first talk to your Employment Consultant.

Let your Employment Consultant try to help sort out your problem.

### 2 Talk to the on-site Team Leader

If your Employment Consultant cannot help you, or if you are not happy with how they tried to help you, then you should ask to talk to the Team Leader. Alternatively, call Omnia Inclusive Employment Solutions on **1800 466 046** to make an appointment.

### 3 If you are still not happy, you can ask to talk to the Operations Manager

If the Team Leader has tried to help you but you are still not happy then you can ask to talk to the Operations Manager.

To talk to the Operations Manager call **1800 466 046** and leave a message.

The Operations Manager will contact you as soon as possible.

You can have an advocate with you if you would like.

### 4 What to do if you are not happy with the result

You can contact the Complaints Resolution and Referral Service (CRRS) through JobAccess: Call **1800 880 052** (toll free).

Callers who are deaf or have a hearing or speech impairment can contact the National Relay Service (NRS) by calling **1800 555 677** then asking for **1800 880 052**.

Callers from a Non-English speaking background can use the Translating and Interpreting Service (TIS) by calling **13 14 50**.

Submit your complaint via the Online Complaints Form:

<https://www.jobaccess.gov.au/contacts/online-complaint-form>