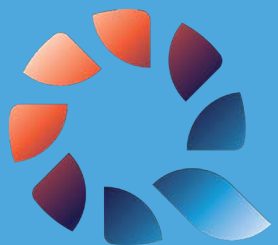
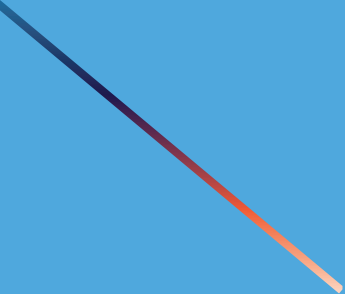


# We Want to Hear From You

How to Provide  
Your Feedback  
to Quantum




We serve to  
enrich the  
wellbeing of  
Gippslanders



Respect  
Integrity  
Empowerment



Quantum believes the celebration of diversity makes us and the community stronger. We are committed to embracing everyone's individual differences so that we can help create a strong workplace and community that is empowered to reach its potential. We celebrate diversity of abilities, genders, sexuality, and spiritual or religious belief, and all cultural backgrounds including Aboriginal and Torres Strait Islander People. Quantum recognises that we all have diverse life experiences that may be influenced by age, ability, social and financial status. Quantum supports everyone's right to feel respected, safe, welcomed and valued.



At Quantum we believe it is important you tell us how your experience has impacted you.

Quantum Support Services (Quantum) welcomes your suggestions to improve our services. We use complaints, compliments and suggestions to improve our understanding of your experience and where possible guide changes to our service.



## **What is a suggestion**

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An opportunity to improve our service response to better meet needs of those we support

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All suggestions will be considered by our organisation and actioned where possible and practical.

## **What is a compliment**

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Positive feedback about your experience

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It is information that will be used to assist the organisation in identifying areas we are performing well in

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It will be fed back to the staff member and their supervisor

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It will be celebrated as an achievement

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Where appropriate without revealing your personal identity, it may be provided to relevant stakeholders.

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Without your personal identity being revealed and with your permission it may be utilised in promotion

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Helps to inform an end of year report to the organisation's Board without revealing your personal identity

## **What is a complaint**

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A complaint is your opportunity to let us know that you are unhappy with any part of the service you have received from Quantum.

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Complaints are taken seriously by our agency and may be subject to internal or external investigation.

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Complaints are used by Quantum to identify areas we can improve, or in some cases identify and address noncompliance to our policies.

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Complaints can also be used to help us improve our future service response for others accessing our programs.

When lodging a complaint, we require your contact details. This is so that we can communicate with you, sometimes to obtain further details, apologise to you about your experience, to provide you with information about the outcome of any internal investigation and avenues for appeal if you are unhappy with the process.

Please note, providing your name and contact details will not impact the level of service you receive from our organisation.

At any time during the complaints process, we encourage the use of a personal advocate if you feel it would help you raise your concern. If you do not have access to a suitable advocate Quantum would be happy to provide you with contact details for external agencies who may be able to assist you in talking to us. After all, it is in everyone's best interest to have your complaint heard and satisfactorily resolved.

If you are not happy with the outcome of a complaint, you do have avenues to appeal decisions. This may include escalating your complaint to external bodies such as those listed in your client information kit and on our website. Please ask for further details from our agency.

You can find more information about complaints within your client information booklet or on our website [www.quantum.org.au](http://www.quantum.org.au)

Quantum Support Services acknowledges the Gunai and Kurnai Peoples as the Traditional Custodians of the land on which we work and live, including their Elders, past, present and emerging.

# We care for Gippslanders

*For all information regarding our services and locations please don't hesitate to contact us on:*

**Morwell**  
227 Princes Drive

**Sale**  
65 Macalister Street

**Warragul**  
36 Williams Street

**Bairnsdale**  
306 Main Street

**Call 1800 243 455**

**quantum.org.au**

Email: [mail@quantum.org.au](mailto:mail@quantum.org.au)



**Quantum Support  
Services is a Child Safe  
Organisation**

Quantum is working toward Rainbow Tick Accreditation and encourages feedback from the LGBTI+ community to help guide our service inclusivity.



*These are funded programs subject to change.  
This information was correct on August 19, 2021 1:25 PM*