

Your feedback matters

Tell us what you think




We send regular surveys to our clients to find out how we're doing and what we could do better.

Each survey begins with the same question:

How likely are you to recommend your employment services provider CoAct Connect and BUSY Ability to a friend or family member?

How to score us

We ask you to score us between 0 and 10.

 10 - 9	you're happy with our service and would recommend us to your friends and family
 7 - 8	you're somewhat happy with our service
 6 and below	you're somewhat unhappy with our service

How will I receive a survey?

We'll send the survey by email or SMS. It will come from CoAct Connect.

How often will you send me a survey?

Every three months.

Do I have to complete every survey?

No, it isn't compulsory. But we'd really like you to complete them. Every piece of feedback we get helps us improve our support services.

We encourage you to be honest with your feedback and raise any concerns or issues you'd like us to look into. If you do, we'll get in touch to talk these through and find a resolution.

Your career. Your future. Your way.

Other ways to give feedback

If you have a compliment, complaint or suggestion for improvement, tell us about it.

There are a few ways you can give us feedback:



1. Talk to us in person or call **1800 226 228**
You can also nominate a family member, friend or advocate to speak to us for you.



2. Fill out our feedback form and put it in the feedback box at any of our sites. You can ask us to show you where the feedback form and box are located.



3. Ask to speak to the manager at your local CoAct Connect office.



4. Contact us online at coact.org.au/feedback

If you don't feel comfortable talking to us, you can provide feedback to:



Employment Services National Customer Service Line



Free call: 1800 805 260



NationalCustomerServiceLine@dewr.gov.au



Complaints Resolution and Referral Service



Free call: 1800 880 052



jobaccess.gov.au/online-complaint-form

OR



Translating and Interpreting Service: 13 14 50



National Relay Service: accesshub.gov.au/about-the-nrs/nrs-call-numbers-and-links



Get in touch
1800 761 561

coact.org.au/busyability