



We value your feedback.

Please let us know if we got it right or if you think we can improve.

Why should I provide feedback?

We hope you are satisfied with the quality of care and services provided at Better Place Australia. We prioritise the highest standards of service delivery as well as maintaining safe and inclusive experiences and environments for all our clients.

As someone who has interacted with our organisation and our services you know what works and what may need improvement, which is why we appreciate your feedback and welcome complaints, compliments, and suggestions.

What do I do if I'm not happy?

There may be times when you are not happy with the quality of our service. We can only improve our service to you if we are aware of your concerns.

All feedback is reviewed and taken very seriously. You can also be confident that a complaint will not influence the care or treatment you receive.

We respect your privacy, and all complaints are treated confidentially and are not documented in your client records.

How can I provide feedback, make a complaint, or give a compliment?

We encourage you to call 1800 639 523 and request to speak directly to the line manager for the service you are attending or the department your experience relates to. Raising your concerns or sharing your feedback directly means it can be actioned sooner.

After each appointment, we will send you an anonymous and confidential Client Experience Survey via text message (SMS) where you can provide direct feedback.

You can contact the Manager of Quality

Quality Department
Better Place Australia
PO Box 2770, Cheltenham Vic 3192

You can provide feedback, make a complaint or provide a compliment via:

E: feedback@betterplace.com.au

W: www.betterplaceaustralia.com.au/contact-us

Additional Information

Department of Social Services

DSS Feedback
GPO Box 9820
Canberra, ACT, 2601

Phone: 1800 634 035

Email: complaints@dss.gov.au

Attorney General's Department (Family Law services only)

Family Law Services Section
Attorney-General's Department
Robert Garran Offices
3-5 National Circuit
Barton ACT 2600

Phone: (02) 6141 6666

Email: flscomplaints@ag.gov.au

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Visit www.dss.gov.au for more information



Interpreters available upon request.

