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Delivery Address:
131-133 KEPLER ST
WARRNAMBOOL VIC 3280



Emma House
Reply Paid 93290
WARRNAMBOOL VIC 3280

EmmaHouse

SINCE 1979

Domestic & Family Violence Service

Emma House is a not-for-profit organisation providing free services to women and children in South West Victoria.



Interpreter and National Hearing Services are Available

WARRNAMBOOL • PORTLAND • HAMILTON
TERANG • CAMPERDOWN



Emergency Numbers

Police..... 000

24 Hours Statewide Response Service 1800 015 188

A state wide 24/7 service providing women and their children with information, advocacy, referral and emergency accommodation.

Sexual Assault Crisis Line..... 1800 806 292

Respect..... 1800 737 732

1800 366 238

131-133 Kepler Street Warrnambool, VIC 3280

Phone: (03) 5561 1934

Open: Monday - Friday, 9am to 5pm

emmahouse.org.au

Your Feedback

We would love to hear from you.



EmmaHouse

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Emma House believes that service users are partners in the design and improvement of our services.

We can only do this by hearing your thoughts, ideas and opinions about what we are doing well and what we can do better.

We welcome all feedback – compliments, complaints and suggestions and take them all seriously.

Compliments

We are always working to provide you with a better service, so when we provide you with great service, we love to hear about it.

Suggestions

Got an idea about something we can do to improve our service? Let us know.

Complaints

If you've got concerns about your worker or the way your service is delivered, we need to know. If you feel comfortable you can ask to talk to the manager of the program to tell them about your concerns. If not, you can complete this form.

We aim to resolve all complaints within 30 days, but this will depend on the severity of the complaint.

Please Tick:

Compliment Complaint Suggestion

Your feedback:

Your Details:

*If you want to know the outcome of your feedback, please provide your details below.

Name: _____

Address: _____

Phone Number: _____

Please be aware that you can provide your feedback anonymously if you wish.

This means that we won't be able let you know what we have done or changed because of your feedback.

How to return this form

You can hand this completed form to your worker, place it in the feedback box in our reception area or post it back to us reply paid.

If you are sending this form back in the post please fold the rear flap so that the reply paid address is at the front then secure with tape.

If would like to complete this form electronically our would like more information, please visit our website.



Feedback can also be provided via the QR code

If you aren't satisfied with our response to your complaint, you can refer your complaint to the Victorian Ombudsman via their website or by phone on 1800 806 314.

For further information please see our website www.emmahouse.org.au/contact/feedback