

Workers Experience FAQs About Consent

Where did you get my details?



WorkSafe provided Wallis with your contact details for the sole purpose of conducting this survey. You can withdraw from participation in this research at any time without penalty, either by clicking on the opt-out link included in the email we sent, or by informing Wallis on **1800 113 444**.

Are my answers and personal information confidential?

Yes, Wallis Social Research, the agency contracted by WorkSafe to administer this survey, operate within the Australian Privacy Act (1988) and Australian Data and Insights Associations (ADIA) Code of Professional Behaviour. This means that all personal information that Wallis collects and stores is protected, and will not be shared without your explicit consent to do so.

For more detailed information on how your personal information is stored by Wallis please read the [Wallis Social Research Privacy Policy](#).

At the start of the survey there are two levels of consent we ask for:

-  **Consent to be identified to the WorkSafe Research Team.**
-  **Consent to be identified to the agent who manages your claim.**

We will also ask you to reconfirm consent after the survey is finished.

What does it mean to consent to be identified to the WorkSafe Research Team?

WorkSafe would like your permission to link your survey answers with your personal information. WorkSafe can better monitor and improve services by analysing your survey answers with other information that they have about you. The Research Team at WorkSafe are operating under the same confidentiality provisions as Wallis, guaranteeing that your personal information is protected. At this level of consent, you will only be identified by the Research Team at WorkSafe, meaning you will remain anonymous to the agent that manages your claim, and nothing you say will impact any decision related to your claim. If you chose not to consent you can still participate in the survey, however your results will be combined with the results of others and presented in an aggregate format where you cannot be identified.

For more detailed information on how your personal information is collected, used and stored by WorkSafe please read the [WorkSafe Victoria Privacy Policy](#).

What does it mean to consent to be identified to the agent who manages your claim?

We ask to be able to share your identified survey answers with your agent so that they may contact you to further discuss any constructive feedback you provide and improve their ability to respond to specific service issues. This means sharing your answers with the agent in a format that is linked to your personal information. If you prefer to remain anonymous, you can still consent to have your answers identified by the WorkSafe Research Team, however, the agents will only receive your feedback in an aggregate format where you cannot be identified.



If you have any questions about the survey please email WorkerExperience@wallis.social

If you have any questions about WorkSafe Victoria please email research@worksafe.vic.gov.au