



<<<DATE>>>
<<<FIRST>>> <<<LAST>>>
<<<ADDRESS>>>
<<<SUBURB>>> <<<STATE>>> <<<PCODE>>>

Project ID: 5015
Ref: <<<PIN>>>

Dear <<<FIRST>>>,

I am writing to invite you to participate in an annual research survey WorkSafe Victoria (WorkSafe) undertakes with members of the Community Integration Program (CIP).

Making a difference

Your feedback is important to us; WorkSafe conducts this survey to monitor the service provided by the TAC to its members and to gain deeper insight into experiences of people such as yourself <<<TEXT_1>>>.

By sharing your thoughts and experiences you can help us to better meet your needs and the needs of others in the future.

What's involved?

We have asked an independent research company, Wallis Social Research (Wallis) to conduct the survey on our behalf. Any information you provide is confidential and will only be used for purposes directly related to this research. The survey takes approximately **20–25 minutes** to complete, and you can choose how to take part:



Online

Scan the QR code and enter your reference number.
OR type the following link into your browser to start survey:
survey.wallis.social/wix/p971304650596.aspx



Telephone

You can wait for Wallis to call you from **03 9940 2087**, or you can call Wallis on **1800 113 444** to request an appointment.
If you leave a message, please include the Project ID 5015 and your reference number shown at the top of this email.

We have the following telephone number(s) listed for you:

<<<PHONE>>>
<<<ALT_PHONE>>>

If you need to change this, please telephone Wallis on freecall **1800 113 444** (quoting your Reference number <<<PIN>>>) to update your contact details.

More information

More information about the research is provided on the next page, including contact telephone numbers if you would like further information or have any queries.

Sincerely,

Nicola Wojcik
Senior Manager, Research | WorkSafe Victoria

Community Integration Program (CIP) Survey

Frequently Asked Questions

◆ Why have I received this letter?

WorkSafe is committed to improving client service. To do this we regularly conduct research with clients to better understand your experiences and hear your ideas.

This survey is conducted annually, and you may have been invited to participate in previous years. Your participation this year remains important for WorkSafe to continually monitor and improve on service delivery.

◆ What happens next?

The survey will be available to complete online from Monday 29 April, and will run until Friday 17 May. An interviewer from Wallis may call you from the telephone number (03) 9940 2087 to invite you to participate in the survey during the week (9.00am to 8.30pm) or on the weekend (10.00am to 4.00pm).

If they call you at an inconvenient time, they can make an appointment to call you back. OR you can complete the survey online by scanning the QR code included in the letter or typing the URL into a web browser.

◆ How will my privacy be protected?

In compliance with privacy laws, we have only provided information about you to Wallis Social Research that is required for them to conduct the survey on our behalf. The survey is confidential, both Wallis and WorkSafe are operating under the Australian Privacy Principles, and nothing you tell us will affect your claim or your payments.

Your involvement in this survey is confidential. WorkSafe will use your survey answers to monitor and improve the performance of the CIP, but no identifiable information will be disclosed to any third party unless authorised by you, or in specific circumstances where it may be required by law.

For more information on how we collect, use, disclose, store and handle personal information, please visit our website: www.worksafe.vic.gov.au and search for 'Privacy Policy'.

◆ Who is Wallis Social Research?

Wallis Social Research is a fully accredited research company who uses only suitably trained and qualified interviewers.

All research is conducted in accordance with privacy laws and the market and social research code of conduct. Your personal information will not be disclosed to other organisations for marketing or research purposes.

The Wallis Privacy Policy is available at www.wallis.social/privacy.

You can access your personal information held by Wallis by contacting them on freecall **1800 113 444**.

◆ What are your rights?

If you are contacted for a telephone interview, you have the right to:

- Decline to participate this year;
- Ask the interviewer to ring you back at a time that is more convenient for you;
- Say 'no' to answering some or all of the questions;
- End the interview if you are unhappy with any of the questions or the interviewer's manner.

◆ Further information

If you would like further information or have any queries about the research, you can contact WorkSafe's Research team at: research@worksafe.vic.gov.au.

For non-research queries, please contact the WorkSafe Advisory Service on freecall **1800 136 089** (select menu option "2" for enquiries about workers compensation).

◆ If you need support

Beyond Blue Helpline **1300 224 636**
General mental health support, for advice and where to get help — 24 hours / 7 days a week
www.beyondblue.org.au

wallis.

