

Project: «Project_Number»

Ref: «PIN»

<<DATE>>

«First_Name» «Family_Name»
«Street»
«Suburb» «State» «Postcode»

Dear «First_Name»,

I am writing to invite you to participate in research being undertaken by WorkSafe Victoria (WorkSafe).

Making a difference

Your feedback is important to us; WorkSafe is committed to understanding the experiences of people who are injured at work or who become ill due to their work environment. By sharing your thoughts and experiences you can help us to better meet your needs and the needs of others in the future.

We recognise that it is currently a challenging time for many Victorians. With this in mind, we appreciate you sparing your time to help us. Your opinions are highly valued, particularly in this time.

What's involved?

We have asked an independent research company, Wallis Social Research (Wallis) 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.



You may be contacted by **telephone** and invited to complete a **15-20 minute** survey with one of Wallis' fully qualified interviewers. If you are unable to complete the survey at that time, you can make an appointment for them to call you back at a more suitable time.

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

«Phone_number»

«Alternative_Phone_Number»

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 and how your privacy is protected is provided on the next page, including contact telephone numbers if you would like further information or have any queries.

Sincerely,

The Research Team
WorkSafe Victoria

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 in an effort to better understand your experiences and hear your ideas.

People are randomly selected to participate in the survey. This means that although you have received this letter you may not be “selected” to participate this time. This does not mean we are not interested in your views, it simply means that your name was not randomly chosen.

❖ What happens next?

The survey will start on «Field_Start_Date», and will run until the end of the month. An interviewer from Wallis may call you from the telephone number (03) 9940 2003 to invite you to participate in the survey during the week (9.00 am to 8.30 pm) or on the weekend (10.00 am to 5.00 pm). If they call you at an inconvenient time, they can make an appointment to call you back.

During the survey you will be asked questions about the services you have received (particularly in the past three months), as well as how you think we can make these services better.

❖ How will my privacy be protected?

In compliance with privacy laws, we have only provided information about you to Wallis 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 WorkCover Scheme, 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;
- 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 on (03) 4243 7076 or by email 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