

Centrelink delivers a range of services on behalf of policy departments. These departments welcome suggestions from the public and encourage people to contribute ideas about improvements to the department's policies, programmes and services.

Department of Families, Community Services and Indigenous Affairs

Under the Community Focus Suggestion Scheme, staff and the community can pass on comments and suggestions about policy and services issues.

Forms for the scheme are available:

- by calling the scheme's administrator on **Freecall™1800 801 269**
- at all Centrelink Customer Service Centres
- by visiting the website at **www.facsia.gov.au**

Department of Transport and Regional Services

The Department of Transport and Regional Services has a Client Services Charter which outlines standards of service, the rights and responsibilities of clients, and avenues for feedback. This can be viewed at **www.dotars.gov.au**

Contact the department by:

- calling Client Service Feedback on **Freecall™1800 075 001**
- writing to: Client Service Officer
Department of Transport and Regional Services
GPO Box 594
CANBERRA ACT 2601
- emailing: clientservice@dotars.gov.au
- visiting the website at **www.dotars.gov.au**

Department of Employment and Workplace Relations

The Department of Employment and Workplace Relations (DEWR) welcomes and values clients' comments about its services, or services it has arranged for others (such as Centrelink or Job Network members) to provide to its clients. To get a copy of the department's service charter visit their website at **www.dewr.gov.au**

People can also make comments by:

- calling: **(02) 6121 6000**
- writing to: The Secretary
Department of Employment and Workplace Relations
GPO Box 9879
CANBERRA ACT 2601
- asking at DEWR offices, or the providers who deliver services for DEWR.

Department of Veterans' Affairs

The mission of the Department of Veterans' Affairs (DVA) is to serve members of Australia's veteran and defence force communities, their war widows, widower(s) and dependants through programmes of care, compensation, commemoration and defence support services. The department works closely with the organisations that represent members of the veteran community and provide services to them, and actively seeks feedback at all levels.

Clients can submit their ideas and suggestions by:

- writing to: The Secretary
Department of Veterans' Affairs
PO Box 21
WODEN ACT 2606
- emailing: feedback@dva.gov.au
- talking to the providers who deliver services on the DVA's behalf
- visiting the website at www.dva.gov.au

Department of Health and Ageing

The Department of Health and Ageing has responsibility for the development and implementation of policies on health and ageing matters.

The department works closely with relevant stakeholders and welcomes input from the community on policy issues.

A person can contact the department by:

- calling: **Freecall™ 1800 020 103**
- writing to: The Secretary
Department of Health and Ageing
GPO Box 9848
CANBERRA ACT 2606
- visiting the website at www.health.gov.au

Department of Education, Science and Training

The Department of Education, Science and Training has a Service Charter that explains what the department does and how its services are provided. It sets out the department's commitments and asks clients for feedback and advice to help improve service quality. The service charter is supported by a Service Charter Bureau that provides clients with a gateway to the department through which they can provide feedback for policy changes.

Clients can submit their ideas and suggestions by:

- calling: **1300 363 079** (cost of a local call)
- faxing: **1300 367 806** (cost of a local call)
- writing to: DEST Service Charter Bureau
Lot 753 GPO Box 9880
CANBERRA ACT 2601
- emailing: charter@dest.gov.au

Department of Agriculture, Fisheries and Forestry

The Department of Agriculture, Fisheries and Forestry (DAFF) is committed to client service.

The DAFF Charter can be found on the website at www.daff.gov.au

Clients can provide feedback on DAFF service, or submit ideas and suggestions by:

- calling: **(02) 6272 3933**
- writing to: Director, Business Ethics, Security and Investigations Unit
Department of Agriculture, Fisheries and Forestry
GPO Box 858
CANBERRA ACT 2601