

Suggestions, compliments and complaints - providing feedback



At Chorus we are constantly striving to improve the services we provide to our valued customers. Your suggestions, compliments and complaints help us understand what we are doing well and what we need to improve on. If you have any feedback about the way we deliver services, please let us know.

Who to Contact

There are various ways you can provide Chorus with feedback. You are welcome to:

- Provide feedback to any staff member at Chorus who will ensure your feedback is passed onto the appropriate person.
- Contact Chorus by telephone on **1800 264 268** to speak to a staff member.
- Complete and return a Feedback Form. Please ask your support worker for a copy of the form or contact Chorus if you would like a form posted to you.
- Contact Chorus by email: hello@chorus.org.au or via our website <https://chorus.org.au>.
- Lodge your feedback with Chorus CEO Dan Minchin by phoning Chorus or writing to:

“Confidential”
Chief Executive Officer
Chorus
Unit 1, 454 Roberts Road,
Subiaco, WA 6008

Concerns or complaints

If you have a concern or complaint about the quality of care or services you receive from us, you are encouraged to contact Chorus immediately so that the matter can be dealt with professionally and promptly.

- We will contact you to let you know we have received your concern or complaint within two business days.
- The matter will be investigated by the relevant manager.
- You will be given the name and contact details of a person to speak to during the process.
- We will work collaboratively with you to resolve your concerns.
- Your complaint will not be included on your record and will remain confidential.
- Expressing concerns or making a complaint will not affect services you receive.

Advocacy

You may choose to have an advocate to speak or act on your behalf. This could be a family member or professional representative to assist you in the resolution of your concern or complaint.

In the unlikely event the matter does not get resolved, you are welcome to contact the relevant agency's customer service line. Depending on your funding and service arrangements the agencies listed over the page can be contacted if you have an unresolved complaint or if you are unhappy about how your complaint was handled.

Alternatively, you can contact the **Health and Disability Services Complaints Office (HaDSCO)** on 6551 7600. HaDSCO provide an impartial resolution service for complaints relating to health or disability services in Western Australia.

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Depending on your funding and service arrangements the agencies listed below can be contacted if you have an unresolved complaint or if you are unhappy about how your complaint was handled.

- **Disability Employment Services**, please contact the Department of Social Services National Customer Service Line on 1800 805 260.
- **Home Care (Home Care packages / Commonwealth Home Support Program)** please contact the Aged Care Complaints Commissioner on 1800 550 552 or in writing to Aged Care Complaints Commissioner, GPO Box 9848, PERTH WA
- **Personal Helpers and Mentors Services**, please contact the Department of Social Services on 1800 634 035.
- **Individualised Community Living Strategy Services**, please contact the Mental Health Commission on 08 6272 1200.
- **Partners in Recovery Services**, please contact the Department of Health on 1800 020 103. If you have a speech or hearing impairment, please phone 1300 555 727.
- **Community Visitors Scheme Services**, please contact the Department of Social Services on 1800 634 035.
- **National Disability Insurance Scheme Services (NDIS)**, please contact the National Disability Insurance Scheme on 1800 800 110.
- **WA National Disability Insurance Scheme Services (WA NDIS)**, please contact the [Department of Communities : Disability Services](#) Consumer Liaison Officer on 08 9426 9244 or Email CLO@dsc.wa.gov.au.
- **Care and Housing for the Aged**, please contact [My Aged Care](#) on 1800 836 799.
- **Age-Friendly Melville Assistance Fund** please contact the [City of Melville](#) Toll Free on 1300 635 845 or Phone 08 9364 0666.