

Advocacy

If you have concerns about the quality of the service you or your loved one is receiving from Chorus and you would like independent advice and support, you may wish to speak to an advocate. An advocate is your champion. They're there to support *you*.

They can:

- provide you with information about your rights and responsibilities;
- help you make decisions about your care;
- talk you through all your options;
- approach Chorus on your behalf to raise your concerns;
- support you to make a complaint.

[For aged care advocacy >](#)

[For disability advocacy >](#)

[Informing Chorus you have nominated an advocate >](#)

[Alternatives for advocacy, advice and complaints >](#)

For aged care advocacy

[The Aged Care Quality and Safety Commission's aged care advocacy fact sheet](#)

For disability advocacy

[The Australian Government Department of Social Services' disability advocacy fact sheet](#)

Informing Chorus you have nominated an advocate

If you've chosen an advocate to support you, please let us know using this form.

Alternatives for advocacy, advice and complaints

Depending on your funding and service arrangements, you may wish to contact one of the agencies below if you have an unresolved complaint or are unhappy with the way your complaint was handled:

- **Disability Employment Services:** Contact the Department of Social Services National Customer Service Line on 1800 805 260.
- **Home Care Packages and Commonwealth Home Support Program:** 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:** Contact the Department of Social Services on 1800 634 035.
- **Individualised Community Living Strategy Services:** Contact the Mental Health Commission on (08) 6272 1200.
- **Partners in Recovery Services:** Contact the Department of Health on 1800 020 103. (If you have a speech or hearing impairment, phone 1300 555 727).
- **Community Visitors Scheme Services:** Contact the Department of Social Services on 1800 634 035.
- **National Disability Insurance Scheme Services:** Contact the NDIS on 1800 800 110.
- **WA National Disability Insurance Scheme Services (WA NDIS):** 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:** Contact My Aged Care on 1800 836 799.
- **Age-Friendly Melville Assistance Fund:** Contact the City of Melville toll free on 1300 635 845 or phone (08) 9364 0666.