

Frequently Asked Questions

If you're receiving or considering Chorus services, these FAQ's could help provide answers to commonly asked questions.

FAQs

What services do you provide?

Chorus offers a variety of services including:

- Meal delivery and meal preparation
- Help in the home
- Gardening and home maintenance
- Individualised assistance for personal care needs
- Medication assistance
- Respite care
- Shopping and appointments
- Transport
- Social visits
- Services funded through National Disability Insurance Scheme (NDIS)
- Services funded through Home Care Packages (HCP)
- NDIS support coordination
- Employment services for people living with disability
- Care and housing for seniors who are homeless or at risk of homelessness
- Support for people on a mental health recovery journey
- Check with Chorus to find out what services are delivered in your area.

What are your opening hours?

Monday through Friday from 8am to 4pm except for public holidays.

What happens to my Chorus services on a public holiday?

Your Chorus Local team will organise with you, in advance of the public holiday the best way to accommodate your needs.

Can you give me a lift on the weekend?

Sometimes! Give us a call to discuss your need, and we can ascertain if this is possible. Remember to book at least a week, if not two weeks, in advance.

What is an advocate?

An advocate is a person who, with your authority, represents your interests. Advocates may be included in any conversation you have with Chorus, including:

- Assessments
- Care plan reviews
- When concerns are expressed
- Any form of communication between you and Chorus.

Who can be an advocate?

You can ask a family member, friend or other person to speak on your behalf. They are known as informal advocates. There are also specialised advocacy groups available to help you. You may also give an Enduring Power of Attorney to a member of your family or a close friend. This allows them to become a legal advocate on your behalf.

What are advocacy organisations?

Advocacy organisations are independent, community-based, not-for-profit organisations that support and protect the rights of seniors or people living with disability in Western Australia. Their work focuses on advocacy, information and education.

How do I contact the Advocacy Organisations?

You can phone the following organisations who support either the rights of seniors or the rights of people living with a disability:

Advocare supports and protects the rights of older people in Western Australia.

Phone Contact: (08) 9479 7566 or for Country Callers 1800 655 566

People with Disabilities WA Inc advocates for the rights of people with disability in Western Australia.

Phone contact: (08) 9420 7279 or for Country Callers 1800 193 331

The staff at Chorus can also provide information on other advocacy organisations, dependent on your concern. You can phone Chorus on 1800 264 268. If required they can also make contact for you and provide you with a contact person to speak to.

When would I use an advocate?

When you are not happy with the support you are receiving as part of your individual plan and want someone to speak on your behalf. For example when:

- You want to have a clearer understanding of your rights
- You want to know what services are available
- You feel you have not been consulted about decisions affecting your care
- You are not happy with the care you are receiving
- You need additional information about how to get services provided to you
- You have not received regular and clear information about fees and charges
- Family members or other people in a position of trust are pressuring you to make a decision about your personal assets or care.

The level of involvement is entirely up to you.

If I nominate someone as my advocate, do I need to have them involved in all my support needs?

Only if you want to. You can also change your choice of advocate at any time by advising Chorus in writing. If you need support you can contact:

- Police 131444 or 000 for emergencies.
- Crisis Care Help Line (08) 92231111 or 1800199008 is available 24 hours a day for information.
- 1800RESPECT 1800 737 732 is available 24 hours a day to anyone impacted by sexual assault, domestic or family violence for confidential information, counselling and support services.