

Complaints to Management

If you need to speak to a manager at Westcare these are the numbers you can contact them on.

Phone

CEO	6389 4109
Disability Services Manager	6389 4121
Accommodation Services Manager	9381 1916
Human Resources Manager	6389 4149
Bassendean Facilities Manager	9376 7113
Nedlands Print Manager	6389 4104

You can email a complaint to: complaints@westcare.com.au

Managers will

- Ask you to explain your complaint.
- Ask you what you would like done about the complaint.
- Recommend something that can be done about the complaint.
- Ask you for permission to talk to other people about the complaint.
- Record the details of the complaint.
- Explain what they will do about the complaint.
- Ask if you are happy with the resolution of the complaint.



The provision of employment assistance services to people with disabilities is funded by the Australian Government under the Disability Employment Assistance Program.



Westcare promotes the service of the Complaints Resolution & Referral Service



www.westcare.com.au



Consumer Complaints

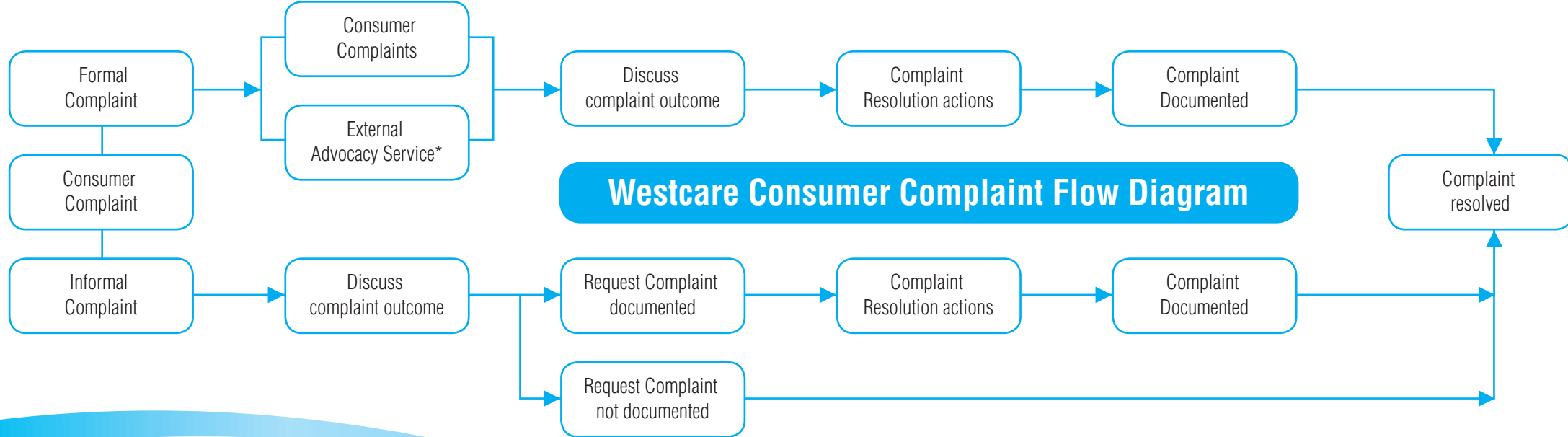
Westcare welcomes complaints

Complaints are opportunities to improve Westcare services to people.

Westcare recognises:

- You may feel uncomfortable speaking with Westcare staff.
- People wish to talk about their problems with other services.
- People want to talk to Managers about complaints.
- Some problems need to be resolved by Management.

This pamphlet tells you what to do if this is the problem you have.



* External Advocacy Services include Complaints Resolution Referral Service, Disabled Workers Union, Disability Services Commission, Disability Services Abuse and Neglect Hotline, Equal Opportunities Commission, Human Rights Equal Opportunity Commission and other advocacy services promoted in Westcare's Consumer Complaints pamphlet.

Talking to other services

Westcare recommends advocacy services in the community.

Westcare welcomes the resolution of complaints with the assistance of other services.

Here are some services that may provide assistance with problems you have.

Complaints Referral Resolution Service

Phone: 1800 880 052 TTY: 1800 301 130
TIS: 131 450

Disability Services Abuse and Neglect Hotline

Phone: 1800 301 130 TTY: 1800 880 052

Disabled Workers Union

Phone: 9328 3169

Disability Services Commission

Consumer Liaison Officer
Phone: 9426 9244 TTY: 9426 9315

Ethnic Disability Advocacy Service

Phone: 9338 7455

Health Consumers Council

Phone: 9221 3422

People with Disabilities (PWD WA)

Phone: 9386 6477 TTY: 93866451

Office of Health Review

Phone: 9323 0600

Ombudsman (Commonwealth)

Phone: 9220 7541

Ombudsman (State)

Phone: 9220 7555

Equal Opportunity Commission

Phone: 9216 3900 TTY: 9216 3936

Sexual Assault Referral Centre (SARC)

Phone: 9340 1820
Crisis Lines: 9340 1899/ 9340 1828
Counselling Line: 1800 199 888

Citizen Advocacy

Eastern Suburbs Phone: 9371 7537
South Metropolitan Phone: 9356 2814
Perth West Phone: 9322 5999

Brain Injury Association

Phone: 9330 6370 Toll Free: 1800 626 370

WA Deaf Society

Phone: 9441 2655 TTY: 9441 2655

Blind Citizens WA

Phone: 9355 5113

Personal Advocacy Service

Phone: 9275 5388

Sussex St Community Law Service

Phone: 6253 9500 TTY: 9470 2831
Toll Free: 1800 642 791

Human Rights Equal Opportunity Commission

Phone: 9216 3900 TTY: 9216 3936
Toll Free: 1800 198 149

Complaints Info Line

Phone: 1300 656 419