

# Complaints to Management

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

## Phone

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

You can email a complaint to: [complaints@westcare.com.au](mailto: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](http://www.westcare.com.au)



*empower. enrich. enhance.*

# Consumer Complaints

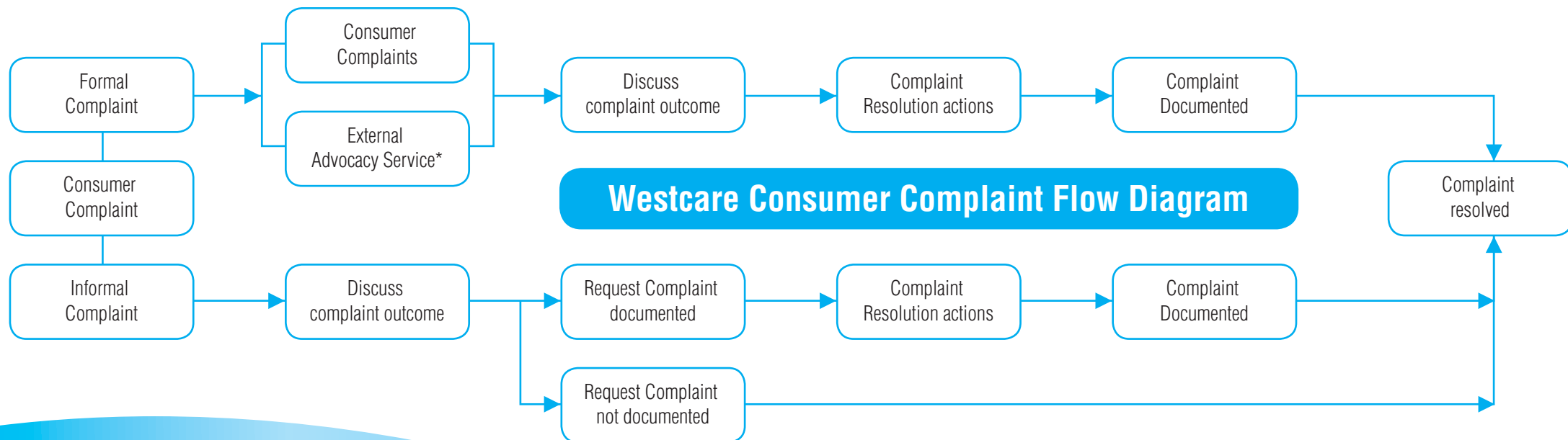
## Westcare welcomes complaints

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.



## Westcare Consumer Complaint Flow Diagram

\* 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