

Advocacy and External Review of Complaints

Information for Avivo Customers

Advocacy

The following advocacy organisations may be able to assist if you have concerns or complaints about Avivo.

All groups:

- People with disabilities WA Ph: (08) 9485 8900. Country callers: 1800 193 331.
- Ethnic Disability Advocacy Centre, Ph: (08) 9388 7455 or Freecall: 1800 659 921.
- Carers WA, Ph: 1800 242 636
- Office of the Public Advocate, Ph: (08) 9278 7300 or Freecall: 1300 858 455

Aged Care

- Advocare Ph: (08) 9479 7566 or Freecall (country callers): 1800 655 566.

Disability

- Development Disability WA: Ph (08) 9420 7203
- Headwest Brain Injury Association. Ph 1800 626 370 or (08) 9330 6370
- Citizen Advocacy, Perth West, Ph: (08) 9445 9991
- Citizen Advocacy, South Metropolitan, Ph: (08) 9452 7294

Mental Health

- Helping Minds Ph: Freecall 1800 811 747 or (08 9427 7100
- CoMHW, Consumers of Mental Health, Ph. (08) 9258 8911

External Review

If you are not happy with how Avivo responded to your complaint, you can contact:

- The Health and Disability Services Complaints Office (HaDSCO), Ph. (08) 6551 7600 or Freecall: 1800 813 583
- WA HACC External Appeal Process (Aged and Continuing Care Directorate) Ph. (08) 9222 4222
- Aged Care Complaints Commissioner, (Excluding HACC) Ph.1800 550 552
- Department of Social Services, Ph. (02) 6133 8442 or 1800 634 035
- Manager, Office of the Chief Psychiatrist, Ph. (08) 9222 4244