

Advocacy and External Review of Complaints

Information for Avivo Customers

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) 9420 7279. 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

- Aged Care Quality and Safety Commission, Ph: 1800 951 822
- National Aged Care Advocacy Line, Ph: 1800 700 600
- Australian Government My Aged Care, Ph: 1800 200 422
- Advocare, Ph: (08) 9479 7566 or Freecall: 1800 655 566

Disability

- Developmental Disability WA: Ph: (08) 9420 7203
- Synapse (formerly Headwest) Ph: 1800 673 074
- Citizen Advocacy, Perth West, Ph: (08) 9445 9991

Mental Health

- Helping Minds, Ph: (08) 9427 7100 or Freecall 1800 811 747
- CoMHWa, 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 & Disability Services Complaints Office, Ph: (08) 65517600 or Freecall: 1800 813 583
- Aged Care Quality and Safety Commission, Ph: 1800 951 822
- Australian Government My Aged Care, Ph: 1800 200 422
- Department of Social Services, Ph. (02) 6133 8442 or 1800 634 035