



If you need an interpreter,
call TIS National on 131 450



WE VALUE YOUR FEEDBACK

At Housing Choices Western Australia (Housing Choices WA), we are committed to enhancing and improving the quality of our services.

Your compliments, suggestions and comments can assist us to identify what we are doing well and where changes could be made.

COMPLIMENTS

If you have had a positive experience with our staff, or have enjoyed our services, we would love to hear about it!

SUGGESTIONS

If you feel we could be doing something better, or have a suggestion to improve our services, please let us know.

HOW TO GIVE FEEDBACK

You can provide feedback at any time by contacting your local Housing Choices WA office by phone or email. You can also give feedback by:

- Completing the Feedback Form on the back page of this flier
- Responding to our Annual Tenant Survey which is sent to all Housing Choices WA tenants
- Taking part in tenant groups and forums; and / or
- Getting involved with the Housing Choices WA Advisory Committee of Tenants (ACT).

WHAT HAPPENS WHEN I GIVE FEEDBACK?

Your feedback will be recorded and referred to relevant management.

We will acknowledge your feedback and will let you know when and how it has been actioned.

If we cannot action your feedback immediately, it will help identify trends and inform ongoing service delivery improvements.

Your feedback will also directly inform the activities of the Housing Choices WA ACT.

Turn over to complete our Feedback Form!

FEEDBACK FORM

Please complete the form below and return it to your local Housing Choices WA office.

Skip this section to provide feedback anonymously.

Name: _____

Phone Number: _____

Address: _____

Email: _____

Are you a Housing Choices WA tenant?

☐ Yes ☐ No

If not, how are you associated with Housing Choices WA? (e.g. carer, advocate, support provider)?

Compliments - What do we do well?

Suggestions - What could we improve?

Not the right process for you?

If you are unhappy with our staff, the services you have received or a decision we have made, you can make a complaint or lodge an appeal.

Please contact your local Housing Choices WA office for more information about our Complaints and Appeals processes.

Perth Metro Office
Level 7, 25 Rowe Avenue
Rivervale WA 6103
PO Box 105
Burswood WA 6100
P (08) 9430 0900
F (08) 9430 5583

ABN 67 128 888 157

Peel Office
4 Stevenson Street
PO Box 1200
Mandurah WA 6210

P (08) 9534 0400
F (08) 9583 5173

housingchoices.org.au

South West Office
1st Floor, 25 Victoria Street
PO Box 1539
Bunbury WA 6230

P (08) 9722 7200
F (08) 9721 7222

info-wa@hcau.org.au