



Health and Disability Services
Complaints Office

Invites you
to have your
say at our

{ Future direction Planning forum }

Forum details

- Date:** Thursday 2 July 2015
- Time:** 8:30am arrival for 9:00am start, concluding at 1:00pm
- Venue:** 140 William Street, Perth 6000
- Refreshments:** Tea and coffee on arrival. Light morning tea.
- Cost:** No cost for attendees

Your opinion matters



At the Health and Disability Services Complaints Office (HaDSCO) we remain committed to providing a comprehensive complaints resolution service for complaints relating to health, disability and mental health services across Western Australia.

We are currently developing a plan that will help us to continue improving how we do this over the next three to five years.

Looking at where to from here, the session will focus on HaDSCO's two key service areas and how they can be best delivered in the future.

The forum

We are inviting all stakeholders from across WA to come together to provide feedback on our future direction. The forum will provide the opportunity to discuss the issues that matter most to you and outline our Office priorities moving forward.

We will explore the topic of:

“How can HaDSCO best influence improvements in health, disability and mental health in WA?”

This is a unique opportunity to discuss ideas with others who are equally passionate about outlining priorities for the Office.

“Empowering users and providers to collaboratively improve health and disability services.”

Service One: Assessment, conciliation, negotiated settlement and investigation of complaints.

Service Two: Education and training in the prevention of complaints.

- What are we doing well and what could be improved?
- What should the focus of the Office be moving into the next strategic planning period?

RSVP

To register your interest, please email:

yoursay@hadsco.wa.gov.au
or call: 08 6551 7620

By **Friday 26th June**

Please note any special access or dietary requirements.