Explorability Inc.

Explorability Inc. is a not-for profit organisation providing an individualised advocacy service throughout Western Australia for people with disability, their families and carers.

Our Values

Person Centred—people with disability, families and carers are central to everything we do

Excellence—we will lead the way in the development and improvement of best practice

Respect—our actions are guided by a high regard for the inherent dignity and worth of each person

Integrity—we are open, honest, accountable and ethical in all our interactions

Collaboration—we develop innovative and effective working relationships

Explorability Inc
Individualised advocacy for people with disability

Contact details

Explorability values all feedback, which can be given in person or given by telephone or in writing.

Telephone:
(08) 6361 6001
Email:
ceo@explorability.org.au
Address:
Unit 1/9 Parkes Street
Cockburn Central WA 6164

Explorability Inc
Individualised advocacy for people with disability

Have your say:

Give feedback about the Advocacy service

Individualised Advocacy:

Ensuring Quality

Explorability Inc. provides a specialist individualised advocacy service throughout Western Australia for people with disability, their families and carers.

Explorability is committed to ensuring:

- You will know what to expect from the advocate and the service.
- You will have choices and make decisions about the service you need.
- You will have choices and make decisions about how Explorability provides the service.
- You will have the opportunity to provide feedback on the service.

Your feedback is important

Your feedback is important. It helps us to know what we are doing well and the areas where we can improve the service we provide.

We appreciate all types of feedback, including:

- Compliments
- Suggestions for improvement;
- Complaints

All feedback will be treated sensitively and in confidence.

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What you can expect when you give feedback

Any feedback received will be formally acknowledged within two workings days of being received.

Compliments will be forwarded to the relevant staff and they will be acknowledged for the service they provided.

Suggestions for service improvements will be considered by Explorability and you will be advised of the outcome.

Complaints received about the service will be referred to management, who will aim to resolve your complaint within 2 weeks.

If we cannot resolve the complaint to your satisfaction, we will direct you to independent advocates or the Health and Disability Complaints Office.

Explorability's Policy on Feedback and Complaints is available on request.