

## We invite you to contact us



Level 4 NT House  
22 Mitchell Street  
Darwin NT 0800

1800 004 474 toll free  
from a landline

Fax: 8999 6067

GPO Box 4409  
Darwin NT 0801

[hcsc@nt.gov.au](mailto:hcsc@nt.gov.au)

8999 1969

[www.hcsc.nt.gov.au](http://www.hcsc.nt.gov.au)



**Ahpra**  
& National  
Boards

Level 5  
22 Harry Chan  
Avenue  
Darwin NT 0800

GPO Box 9958  
Darwin NT 0801

1300 419 495

[www.ahpra.gov.au](http://www.ahpra.gov.au)

### **National Relay Service**

[www.relayservice.gov.au](http://www.relayservice.gov.au)

### **Translating and Interpreting Service**

[www.tisnational.gov.au](http://www.tisnational.gov.au)

131 450

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

## We can...

By working together, the HCSCC, Ahpra and the Boards can improve the quality and safety of health services.

If a Board believes there is a serious risk to public safety, it can restrict or remove a practitioner's right to practise.

## We can't...

- give you advice about your health
- tell a practitioner to give you medication or treatment
- tell a practitioner to give you your health records
- help you bring legal proceedings against anybody.

## How to make a complaint about a:

- ▶ health, disability or aged care service
- ▶ health practitioner

Health and Community  
Services Complaints  
Commission (HCSCC)

Australian Health Practitioner  
Regulation Agency (Ahpra)



## What can Ahpra and the National Board do?

We can consider concerns if:

- a practitioner's behaviour is placing the public at risk
- a practitioner is practising their profession in an unsafe way
- a practitioner's ability to make safe judgments about their patients might be impaired because of their health.

We work with practitioners and their workplaces if practice improvements are required.

We take action in cases where steps taken by a practitioner and their workplaces aren't sufficient to ensure the safety of future patients.

We refer serious breaches of our codes of conduct or professional standards to independent panels or tribunals.

Our processes are free. We are impartial and we act in the public interest.

We can decide to talk to the HCSCC about your complaint and refer it there if that is more appropriate.

The *Register of practitioners* is available at [www.ahpra.gov.au/Registration/Register-of-Practitioners](http://www.ahpra.gov.au/Registration/Register-of-Practitioners).

## You can complain to Ahpra and National Boards or HCSCC about a:

- Aboriginal and Torres Strait Islander health practitioner
- Chinese medicine practitioner
- chiropractor
- dentist
- medical practitioner (doctor)
- midwife
- medical radiation practitioner
- nurse
- occupational therapist
- optometrist
- osteopath
- paramedic
- pharmacist
- physiotherapist
- podiatrist
- psychologist, or
- person claiming to be registered in one of these professions when they are not.

## You can complain to the HCSCC about:

- health services:
  - hospitals
  - medical practices
  - ambulances
  - clinics
  - other health services (eg mental health services)
  - unregistered health providers such as counsellors, massage therapists, homeopaths, iridologists
- disability services
- aged care services.

## What can the HCSCC do?

The HCSCC is an independent body that receives complaints about health, disability and aged care services in the Northern Territory.

You can contact the HCSCC about many things, including:

- the standard of service
- the way the service was delivered
- issues with communication
- information that was or was not provided
- how decisions were made
- issues with confidentiality
- issues around family, friends and carers.

HCSCC staff will work with you and the provider to resolve your complaint. Outcomes might include an explanation as to what happened, an apology, obtaining a refund, or changes to improve the service.

If the practitioner is a registered health practitioner, the HCSCC must talk to Ahpra and the Board about your complaint to decide whether the Board or HCSCC will manage all, or part of your complaint.

More information is available at the HCSCC website at [www.hcsc.nt.gov.au](http://www.hcsc.nt.gov.au).