

## 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.

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

## We invite you to contact us



Aboriginal and Torres Strait  
Islander health practice  
Chinese medicine  
Chiropractic  
Dental  
Medical  
Medical radiation practice  
Nursing and Midwifery  
Occupational therapy  
Optometry  
Osteopathy  
Pharmacy  
Physiotherapy  
Podiatry  
Psychology

Australian Health Practitioner Regulation Agency

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Darwin NT 0801

1300 419 495  
[www.ahpra.gov.au](http://www.ahpra.gov.au)



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[www.hcsccl.nt.gov.au](http://www.hcsccl.nt.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

## How to make a complaint about a:

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

Health and Community Services  
Complaints Commission

Australian Health Practitioner  
Regulation Agency



## What can the Australian Health Practitioner Regulation Agency do?

AHPRA receives complaints about registered health practitioners for the relevant Board<sup>1</sup>. The Board registers health practitioners so they can practise their profession in Australia. The *Register of practitioners* is available at [www.ahpra.gov.au/Registration/Register-of-Practitioners](http://www.ahpra.gov.au/Registration/Register-of-Practitioners).

The Board will act to protect the public 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.

The Board might need to gather more information before it can take action.

The Board can ensure that to keep practising, the practitioner must:

- work with a supervisor
- have further education
- do or not do something to keep the public safe.

The Board can decide to talk to the HCSCC about your complaint.

For very serious matters, the Board may refer the practitioner to the Northern Territory Civil and Administrative Tribunal. The tribunal can suspend or cancel the practitioner's registration.

If you make a complaint to a Board, AHPRA will update you about what is happening and let you know the Board's final decision.

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<sup>1</sup> Aboriginal and Torres Strait Islander Practice Board of Australia, Chinese Medicine Board of Australia, Chiropractic Board of Australia, Dental Board of Australia, Medical Board of Australia, Medical Radiation Practice Board of Australia, Nursing and Midwifery Board of Australia, Occupational Therapy Board of Australia, Optometry Board of Australia, Osteopathy Board of Australia, Paramedicine Board of Australia, Pharmacy Board of Australia, Physiotherapy Board of Australia, Podiatry Board of Australia, Psychology Board of Australia

## You can complain to either **AHPRA** 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.

## 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 Health and Community Services Complaints Commission 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).