

We can...

By working together, the OHCC, 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



Australian Health Practitioner Regulation Agency

Level 5
99 Bathurst Street
Hobart TAS 7000

GPO Box 9958 Hobart
TAS 7001

1300 419 495
www.ahpra.gov.au

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



Level 6 86 Collins St
Hobart TAS 7000

1800 001 170

www.healthcomplaints.tas.gov.au

National Relay Service
www.relayservice.gov.au

Translating and Interpreting Service
www.tisnational.gov.au 131 450

How to make a complaint about a:

- ▶ health or disability service
- ▶ health practitioner

Office of the Health Complaints
Commissioner

Australian Health Practitioner
Regulation Agency



What can the Australian Health Practitioner Regulation Agency do?

AHPRA receives complaints about registered health practitioners for the relevant Board¹. 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.

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 OHCC about your complaint.

For very serious matters, the Board may refer the practitioner to the Tasmanian Health Practitioners 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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¹ 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 OHCC 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 OHCC about:

All health services provided in Tasmania including:

- hospitals
- medical /dental practices
- pharmacies
- ambulance services
- mental health services
- some disability services
- all health care workers (registered or unregistered).

What can the Office of the Health Complaints Commissioner do?

You can make a complaint if you:

- think the way your care was provided was unsatisfactory or unreasonable
- didn't understand what happened with your health care
- think you weren't treated fairly or with respect are concerned about the health service.

OHCC can help you:

- get an explanation about what happened and why
- seek an apology or acknowledgement that you were harmed
- seek a change in health service or hospital systems so it doesn't happen again
- explore other outcomes such as provision of a health treatment, compensation or refund to address the problem.

OHCC:

- supports your right to safe and high quality health care
- supports your right to complain
- is free and confidential
- is independent and doesn't take sides
- works to make sure complaints are used to improve the safety and quality of services.

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