

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 HSDDCSC, 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
- help you bring legal proceedings against anybody.

We invite you to contact us



Health Services, Disability & Community Services Commissioner

ACT Human Rights Commission

02 6205 2222

www.hrc.act.gov.au

human.rights@act.gov.au



Ahpra & National Boards

Ground floor
50 Blackall Street
Barton ACT 2600

1300 419 495

www.ahpra.gov.au

GPO Box 9958
Canberra ACT 2601

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, disability or community service
- ▶ health practitioner

Health Services, Discrimination, Disability and Community Services Commissioner (HSDDCSC)

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 HSDDCSC 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.

You can complain to Ahpra and National Boards or HSDDCSC 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 HSDDCSC about:

- hospitals
- medical/dental practices
- community and mental health services
- pharmacies
- ambulance services
- other health services not registered with a Board such as counsellors and alternative therapists
- disability services and child protection
- services for children and young people
- discrimination and vilification
- abuse and neglect of older people and people with a disability.

What can the HSDDCSC do?

The HSDDCSC deals with complaints about health, disability and community services in the ACT.

You can make a complaint about:

- unsatisfactory or unreasonable treatment
- the standard of service you received
- poor or inadequate communication
- issues with confidentiality or privacy
- negligent or unprofessional behaviour
- how decisions were made
- being treated unfairly.

You can also make a complaint about anyone or any organisation or agency who holds your health information, including schools and insurers, if you are not satisfied with how they manage that information.

The HSDDCSC can work with you to get:

- an explanation about what happened, and why it happened
- an apology
- access or amendment to health records
- a refund or compensation
- a change in policy or practice to prevent future problems.

The HSDDCSC complaints process is free, voluntary and impartial, and you don't need a lawyer. The HSDDCSC cannot require participation in conciliation.

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