

We can...

By working together, the HSDCSC, 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.

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

Ground floor
50 Blackall Street
Barton ACT 2600

1300 419 495
www.ahpra.gov.au

GPO Box 9958 Canberra
ACT 2601

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



**Health Services, Disability &
Community Services Commissioner**

ACT Human Rights Commission

Level 2
11 Moore Street
Canberra ACT 2601

02 6205 2222
www.hrc.act.gov.au
human.rights@act.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, disability
or community
service
- ▶ health practitioner

Health Services, Disability
and Community Services
Commissioner (HSDCSC)

Australian Health Practitioner
Regulation Agency (AHPRA)



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 must talk to the HSDCSC about your complaint.

For very serious matters, the Board may refer the practitioner to the ACT 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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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 **HSDCSC** 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 **HSDCSC** 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.

What does the Health Services, Disability and Community Services Commissioner do?

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

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