

## What you can expect

When you go to a health, community or child protection service you must receive a service that:

- Is accessible for you
- Is safe
- Is good quality
- Is respectful of you
- Provides all the information you need in a way you can understand
- Makes sure you can participate in decisions and choices about you
- Keeps your private business private
- Helps you to comment and/or complain about how you are treated.

## About the Health and Community Services Complaints Commissioner

- We are independent, impartial and don't take sides
- We deal with complaints about health and community services, including disability services
- We talk to government, community or private providers about your complaint
- Our service is confidential and free.

## Talk to HCSCC about your complaint

Monday to Friday, 9.00 am to 5.00 pm

### Phone

Local callers phone **8226 8666**

Country callers phone **1800 232 007**

National Relay Service:

- TTY/voice calls **133 677**
- Speak and Listen calls **1300 555 727**
- SMS relay calls **0423 677 767**
- Internet relay service:  
<https://internet-relay.nrscall.gov.au/>

*If we can't answer your call straight away please leave a message—we will call you back as soon as we can*

### Write to:

HCSCC

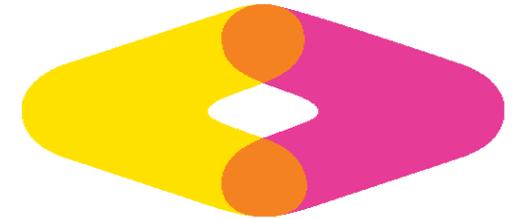
PO Box 199

Rundle Mall SA 5000

### Website:

You can fill out an online complaint form at [www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

**less  
silence  
more  
safety**



**Information for people  
who live with disability  
and the people who love  
them and stand up for  
them**



## Sometimes it's hard to complain

The Health and Community Services Complaints Commissioner (HCSCC) knows that people who live with disability can be harmed by health and community services.

We also know that it can be scary to speak up about this – people have told us:

- “If I complain I might lose my support”
- “If I speak up about what has been going on it might get worse”
- “I am too hurt and upset to speak to anyone”
- “No-one will believe me”
- “Nothing will change in this service even if I do complain”
- “I get upset by what’s happening but they tell me it’s normal – I don’t know what to think”.

Have you been treated badly by a health, community or child protection service in South Australia?

Maybe HCSCC can help.



## About ‘less silence more safety’

‘less silence more safety’ is a project of the HCSCC that will stand up for people who live with disability, the people who love them and others who want to support them.

We will let everyone know it is wrong to abuse and hurt people who live with disability.



We believe everyone thrives when their lives are meaningful and free from violence; and we will celebrate the things that make life safer for people who live with disability.

We speak up for people of all cultural backgrounds, genders and sexualities.

## How telling your story can help

When you talk to us, your story will be heard with respect.

We can help you decide what to do about your complaint.

**Nothing about you without you** — this means we will always keep you informed of what is happening with your complaint.

HCSCC has the power to get all the information it needs from the service and find out what happened.

We might find out things no-one has told you before.

And it can help change how you’re treated in the future.

Services can learn from your story. We can monitor the service to make sure the mistakes don’t happen again — to you or to anyone else.

Together we can spread the word that being silent about abuse and covering it up is not the right thing to do.

Less silence means more safety - for all of us.