



hcsccc

health & community services
complaints commissioner

Easy Read



**Do you have a problem with a
health or community service?**

Call us on 8266 8666



HCSCC is the Health and Community Services Complaints Commissioner.



We help people in South Australia who are unhappy about a health or community service.



We are a free service.



We do not take sides.

 You can call us on 8266 8666



We know that people with disability have the right to be safe when they use health and community services.



If a health or community service does the wrong thing, we can help them to do better.

We can teach them new ways to do things.

 You can call us on 8266 8666

About health and community services



Everyone uses health and community services.

Health services help people look after their health.

Health services can be:



- Doctors and nurses



- Dentists



- Massage therapists.

 You can call us on 8266 8666

Community services help people live in their community.

Community services can be:



- Disability accommodation services



- Community buses



- Day options



- Aboriginal support services.

 You can call us on 8266 8666



- If you are not sure if you use a health or community service, we can help you find out.

You can get health and community services from:



- the government



- a community group



- a person.

 You can call us on 8266 8666

There are rules for health and community services

Health and community services must



- Be accessible
- Be safe
- Be good quality
- Respect you
- Give you information in a way you can understand
- Listen to you when decisions are made about you
- Keep your private business private
- Help you give feedback about them.

Health and Community services must not



- Hurt you
- Abuse you
- Ignore you
- Neglect you
- Silence you.

 You can call us on 8266 8666

If there is a problem with a health or community service



We can help you if you want to talk about a problem with a service.



We will listen to you.



We will not take sides.



We will help you for free.



We can help you complain about a health or community service if you want to do that.



We can find out what happened.

If there have been mistakes, we will check on the service to make sure mistakes don't happen again.



You can also talk to other people about your complaint.

We can find the right person to help you.

 You can call us on 8266 8666

Contact HCSCC



You can call us on 8226 8666

If you live in the country, call us on 1800 232 007

Don't use a mobile to call this number.

If you use the National Relay Service, call us on 133 677



Email us at: info@hcsccl.sa.gov.au



Write to us at:

HCSCC
PO Box 199
Rundle Mall SA 5000



Website:

You can fill out a complaint form at www.hcsccl.sa.gov.au

Hard words



Commissioner: a person that the government has put in charge



Complain: to say that something bad has happened to you.



Accommodation: a place to live

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