

HCSCC Publications

Product Order Form



HCSCC is an independent statutory office that helps people – complainants, their families and carers, and service providers – to resolve complaints about South Australian health and community services when a direct approach to the service provider is either unreasonable, or has not succeeded.

HCSCC products are available free in bulk for distribution to service users, their families, carers, advocates and to health and community service providers.

For fast and efficient ordering, please complete the details below ensuring that you have entered:

- your name, contact details and the name of your group, work unit or agency
- a postal address for delivery and
- the quantity you require of each product.

Please allow 10 working days to receive your order. If we can't meet your order we will let you know.

Any queries should be directed to HCSCC Reception by phoning (08) 8226 8652.

1. Your details:


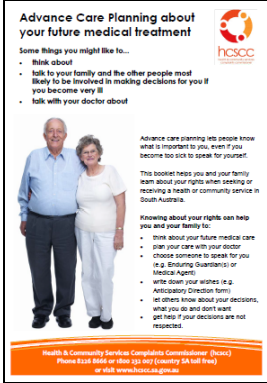


Name:			
Position:			
Name of group / unit:			
Name of organisation:			
Street address:			
Suburb:		Postcode:	State: SA
Daytime phone number/s:			
Email address:			

2. One quick question: How did you find HCSCC?

<input type="checkbox"/> From a brochure or advertisement	<input type="checkbox"/> From the internet
<input type="checkbox"/> Referral from another organisation	<input type="checkbox"/> Attended an HCSCC presentation
<input type="checkbox"/> From a service provider	<input type="checkbox"/> Another way, please give details...

3. Products you can order from HCSCC:

Product :	Description:	Quantity Required:
	<p>HCSCC Guide for consumers – Making a complaint</p>	<p>A tri-fold brochure for consumers of health and community services.</p>
	<p>HCSCC Guide for providers – Responding to a complaint</p>	<p>A tri-fold brochure for providers of health and community services.</p>
	<p>HCSCC Speak Up brochure includes Speak Up business card</p>	<p>A tri-fold brochure specifically for Aboriginal and Torres Strait Islander consumers of health and community services in South Australia.</p>
	<p>HCSCC Speak Up poster Size – A4</p>	<p>An A4 poster specifically for Aboriginal and Torres Strait Islander consumers of health and community services in South Australia.</p>
	<p>HCSCC Speak Up poster Size – A3</p>	<p>An A3 poster specifically for Aboriginal and Torres Strait Islander consumers of health and community services in South Australia.</p>

Product :	Description:	Quantity Required:
 <p>The image shows a business card for HCSCC Braille Contact Card. It features the HCSCC logo at the top left, followed by 'Enquiry Service' and phone numbers: 08 8226 8666 and 1800 232 007 country SA. Below this is a red box containing contact information for Enquiry Service, Reception, TTY, Website, and Mail. To the right of the red box is a small orange and white logo.</p>	<p>HCSCC Braille Contact Card</p> <p>Business card specifically for people who are blind or visually impaired and use Braille. Each card has been embossed in Braille with HCSCC name and contact phone numbers.</p> <p>(Limited stock)</p>	
 <p>The image shows the cover of an 'Advance Care Planning about your future medical treatment' booklet. It features the HCSCC logo and a photograph of an elderly couple. Text on the cover includes 'Some things you might like to...' with bullet points, and 'Advance care planning lets people know what is important to you, even if you become too sick to decide for yourself.' It also lists 'Knowing about your rights can help you and your family to:' with several bullet points.</p>	<p>HCSCC Advance Care Planning booklet</p> <p>An A4 booklet to help people think and talk about advance care planning with their doctor, their family and others most likely to be involved in making decisions about future medical treatment.</p>	
 <p>The image shows a promotional product called 'HCSCC Lens Cloth'. It features the HCSCC logo and the text: 'It's OK to talk to someone if you have a concern about a health or community service in South Australia'. Below this, it says 'You have a right to comment or complain' and provides the phone numbers '8226 8666 or 1800 232 007 (Country SA)' and the website 'www.hcscclsa.gov.au'.</p>	<p>HCSCC Lens Cloth</p> <p>Promotional product specifically for people over 65 years of age highlighting that "It's OK to talk to someone if you have a concern about a health or community service in South Australia".</p>	
 <p>The image shows a 'HCSCC Magnifier Card'. It features a ruler at the top and a large white rectangular area in the center. Below the ruler is the HCSCC logo and the text: 'Health & Community Services Complaints Commissioner', '8226 8666 or 1800 232 007 (Country SA)', and 'www.hcscclsa.gov.au'.</p>	<p>HCSCC Magnifier Card</p> <p>Promotional product specifically for people over 65 years of age to help raise awareness of HCSCC.</p> <p>(Please Note: expected to be available late February 2012)</p>	

Please Note:

That the following HCSCC products, documents and reports are available to download from www.hcscclsa.gov.au – [Resources](#) or [HCSCC Charter / HCSCC Charter resources](#) web pages.

- **Information sheets**
 - HCSCC General Information sheet
 - Child protection complaints Information sheet
 - Getting your health records Information sheet
 - Unregistered Service Providers Information sheet
 - Safer Conversations Information sheet
- **HCSCC Brochures**
 - Disability service complaints
 - Making a complaint about a health or community service as a carer

- **HCSCC Charter of Health and Community Services Rights**
 - Know Your Rights - A guide to the HCSCC Charter brochure
 - Information sheet
 - Know Your Rights posters (series of 10)
 - Poster 1 – General
 - Poster 2 – Family
 - Poster 3 – Couple
 - Poster 4 – Seniors
 - Poster 5 – Multicultural
 - Poster 6 – Disability
 - Poster 7 – Aboriginal
 - Poster 8 – Carer
 - Poster 9 – Individual
 - Poster 10 – Make your own poster
 - Know Your Rights bookmarks (series of 8)
- **HCSCC Annual Reports, HCSCC Buzz Newsletters and various other reports / project updates**

Please forward your completed Product Order Form to: **HCSCC**
 PO Box 199
 Rundle Mall SA 5000
Fax: (08) 8226 8620
Email: info@hcsc.sa.gov.au

Office use only:
 Date received: / / 20 Date sent: / / 20 Distribution recorded: Yes / No