



Health and Community Services
Complaints Commissioner

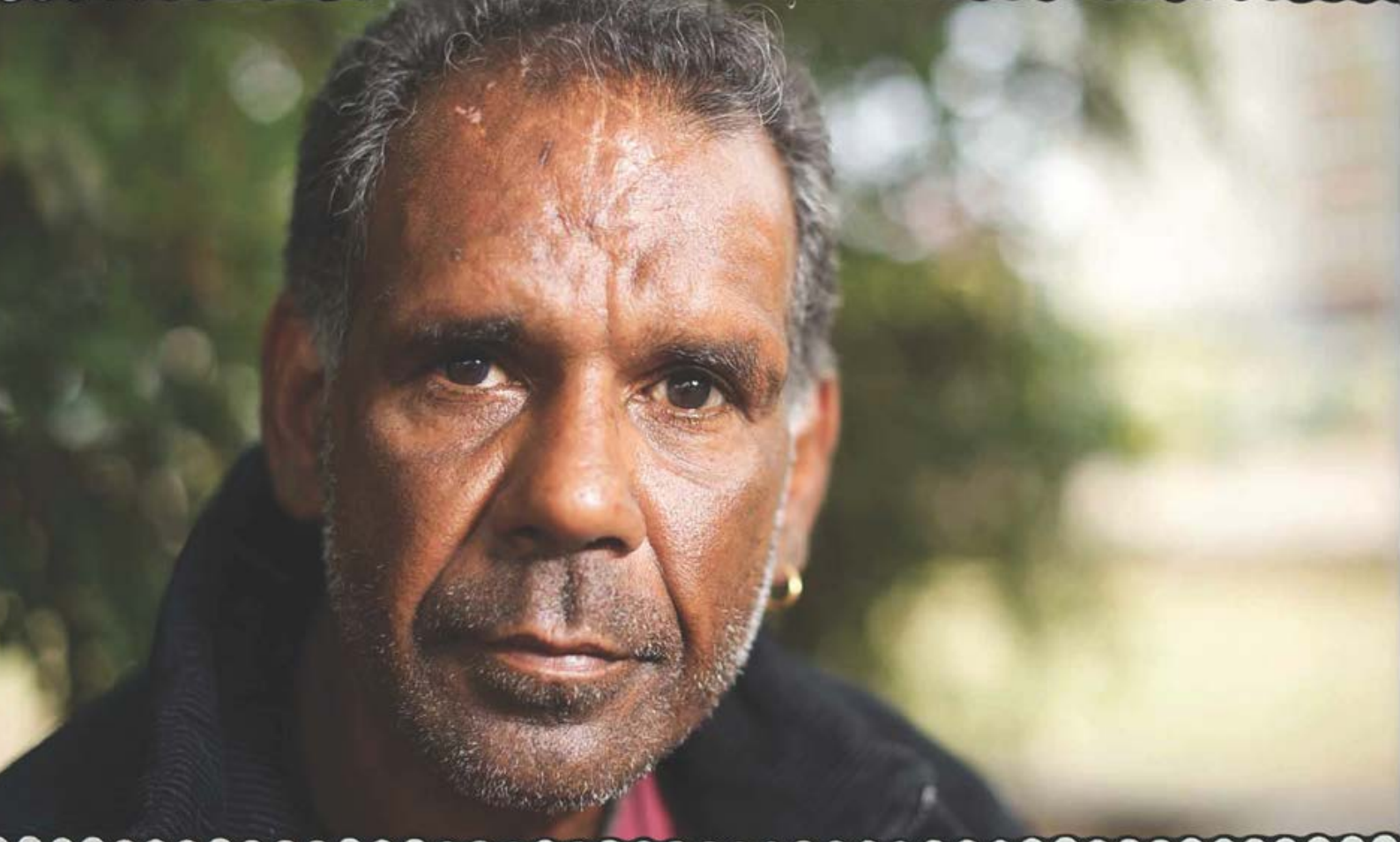
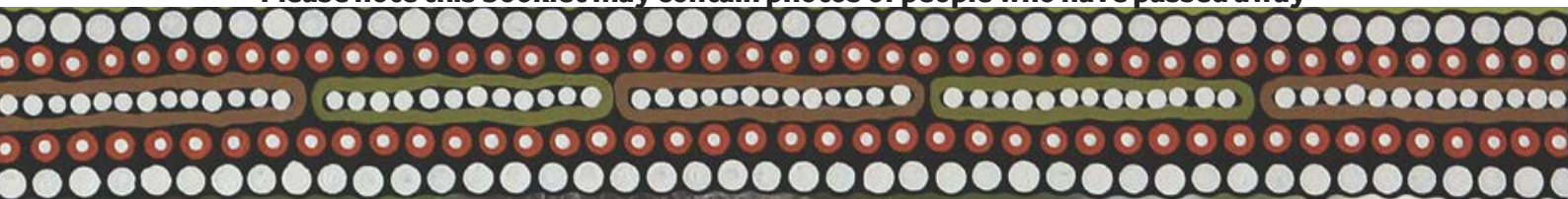
Know Your Rights

**when using health and community
services in South Australia.**

Easy Read Guide



Please note this booklet may contain photos of people who have passed away





The HCSCC is the Health and Community Services Complaints **Commissioner**.



The HCSCC wrote this guide. When you see the word 'we', it means the HCSCC.



We have written this guide in an easy read way. We use pictures to explain some ideas.



We have written some words in **brown**. We explain what these words mean on page 11.



This Easy Read guide is a summary of our Know Your **Rights** brochure.

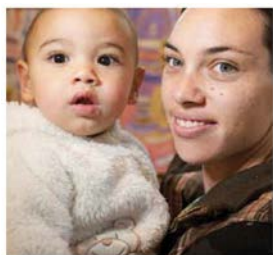


You can find our brochure on our [website](#).



You can ask for help to read this guide. A friend, family member or support person may be able to help you.





All children and adults have rights.

Our rights explain the way we can expect to be treated. Everyone has the right to be treated fairly and to be safe.



This brochure explains your rights when you are using South Australian Health services, like those from:

- doctors, nurses and other health workers.
- hospitals and health centres.
- mental health services.



Community services like:

- disability services
- in home support
- counselling.



Rights are mostly based on the **law**. The law is the set of rules we must all live by.

The law about health and community services complaints is the *South Australian Health and Community Services Complaints Act 2004 (SA)*.

We call this the Act.





The Act sets out the role of the HCSCC.

If you have a problem with a health or community service, you can **complain** to HCSCC.

We will:



- help you to know your rights



- listen



- give you information and talk about the options



- help you to get answers if you have a complaint.



Your rights are important



The HCSCC wants to make sure everyone understands their rights when using health and community services in South Australia.



The HCSCC has a list of rights called the HCSCC Charter of Rights. A copy of the Charter starts on page 12.

The Charter includes the following important ideas:



- Everyone has rights when using health and community services.
- Some people need help to understand their rights and to make decisions.
- Services are better when the people who use them have a say. Good communication is important. It helps to sort out problems before they become complaints.
- Sometimes other laws can affect your rights.



HCSCC Charter of Rights

These are your rights when you are wanting to, or are using, health or community services in South Australia.

Access



You have the right to:

- find out what services are available.
- use the services that suit you best.

Safety



You have the right to be safe while using health and community services.

You should not be abused, hurt or treated badly.

Quality



Health and community services must:

- do a good job.
- meet your needs.

The people working in these areas must be trained and good at their jobs.

If they make mistakes they must tell you:

- what happened.
- what will be done to stop the same mistake happening again.

Respect



Health and community services must treat you with respect.

They must be polite and care about you.

They must understand how your culture and life experience affect you.

This might include respecting:



- your family
- your connection to country
- how old you are
- whether you are a man or woman
- your lifestyle.

All of these things are an important part of who you are.

Information



You have the right to find out about:

- what services there are;
- how the services work;
- how you can get services;
- how much services cost.



You should have an interpreter if you need one. You have a right to get information you can understand. And you can ask for more information if you need it.



Taking part

You have a right to:



- ask for help or advice.
- be a part of all the decisions that are made about you.
- make choices and decide what to do
- say you don't want something to happen.
- have a friend, family member or person you trust help you or make decisions for you.

Privacy



Your information is private. Generally information about you can only be shared with other people if you say it is ok.

Sometimes information is required by law. In these cases, it can be shared without your permission.

Information about you must be kept in a safe place. You can ask to see any information kept about you.



You can choose to share information about yourself. You can ask health and community services to share your information with a friend, family member, person you trust, or another support person.

Comment

You have the right to comment or complain.
You are allowed to tell the service:



- when something goes well; or
- if there is a problem.

You should not be treated unfairly for telling someone there is a problem.

Health and community services should try to fix your concerns as soon as possible.

And they should let you know what is being done about your complaint.

You have a right to ask for help to make a complaint.



You can have a friend, family member, person you trust, or another support person help you with a complaint.

You have a right to know how your complaint has helped improve the service for yourself and others.



Speak with the HCSCC

Telephone



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

HCSCC Enquiry Service is open Monday to Friday, 9 am to 5 pm.

If you get the answering machine, please leave a message and we'll get back to you as soon as possible.



Please tell us which language you prefer and we'll organise an interpreter.

It's okay to have a friend, family member, or a person you trust, to contact the HCSCC for you.



Email

info@hcsc.sa.gov.au





Address

PO Box 199
ADELAIDE SA 5000



Website

www.hcsc.sa.gov.au



Fax

8226 8620

Artwork © Heather Shearer



Hard words



Commissioner: a person the government has put in charge.



Complain: to say something bad has happened to you.



Rights: the way you can expect to be treated.

