



**Health and Community Services**  
Complaints Commissioner

# Easy Read Brochure



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

**Call us on 8266 8666**



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 **blue**. We explain what these words mean. There is a list of these words on page 11.



This Easy Read guide is a summary of our **consumer** 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.



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.



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.

## 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.

Community services help people live in their community.



Community services can be:

- Disability **accommodation** services



- Community buses



- Day options



- Aboriginal support services.



- 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.

# 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.

# 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.

## Speak with 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](mailto: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](http://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.



**Consumer:** someone who uses a health or community service.



**Accommodation:** a place to live