

About the HCSCC

The HCSCC is an independent body that deals with complaints about health, disability and aged services in the NT.

Who can complain to the HCSCC?

Any person who uses a health, disability or aged service can make a complaint about that service. So can their parent or guardian, an authorised representative of the service user or a service provider. If you are unsure whether you can make a complaint, please contact us.

What can I complain about?

You can complain about any public or private health (including mental health), disability or aged care service provided in the Territory.

The HCSCC cannot accept complaints about the process of writing a health report or the content of a health report.

Some complaints are better managed by other agencies. While the Commissioner can accept complaints about aged care services in the NT, the Aged Care Quality and Safeguards Commission is the most appropriate agency to handle these complaints. Complaints about NDIS funded services should be made to the NDIS Quality and Safeguards Commission.

If you have any questions please contact us.

How long do I have to make a complaint?

Generally you have two years to lodge a complaint from the time you become aware of the circumstances you are complaining about.

Before making a complaint

In most cases we will ask you to attempt to resolve your complaint directly with the provider in the first instance. If you are not comfortable doing this, or you have already contacted your provider and are not satisfied with their response, please contact us.

Talking with your provider

Raising your concerns directly with your service provider can be an effective way to resolve complaints. It can also help you maintain a good relationship with your service provider.

We recognise that some complaints cannot be raised directly with your provider. If this is the case, contact us at the HCSCC and discuss your concerns with our staff.

Consultation with Ahpra

If a complaint involves an individual service provider who is registered with a National Board, the Commissioner consults with the Australian Health Practitioner Regulation Agency (Ahpra) to decide which agency is best suited to manage the complaint.

How to lodge a complaint with the HCSCC

We prefer that you lodge your complaint online. However, you may also complete our hard copy complaint form and lodge it via email, post, or in person at our office.

What can be achieved by making a complaint?

Outcomes from complaints include:

- > Explanation
- > Apology
- > Change in policy or procedure
- > Access to counselling or other support
- > Access to a service
- > Training or education for the service provider
- > Fee waiver or reimbursement
- > Compensation

What can I do if I'm not happy with the way the HCSCC has managed my complaint?

If you are unhappy with the HCSCC's handling of your complaint, please discuss your concerns with us in the first instance.

The Health and Community Services Review Committee can also review the way the HCSCC managed your complaint. The Review Committee can make recommendations to the Commissioner to improve complaint handling processes. You may write to the Health and Community Services Review Committee care of the HCSCC or email the Committee at HCSCC.reviewcommittee@nt.gov.au.

Objectives of the HCSCC

The objectives of the HCSCC are to:

- > Resolve complaints
- > Contribute to service improvement
- > Promote the rights and responsibilities of service users and service providers
- > Protect service user safety
- > Engage with the NT community.

The HCSCC does not represent anyone or take sides in a complaint.

For more information about how to resolve complaints, how to make a complaint or how to respond to a complaint, please contact HCSCC or visit our website.



1800 004 474 or (08) 8999 1966 or
Translating and Interpreting Service (TIS)
131450



hscce@nt.gov.au



hscce.nt.gov.au

