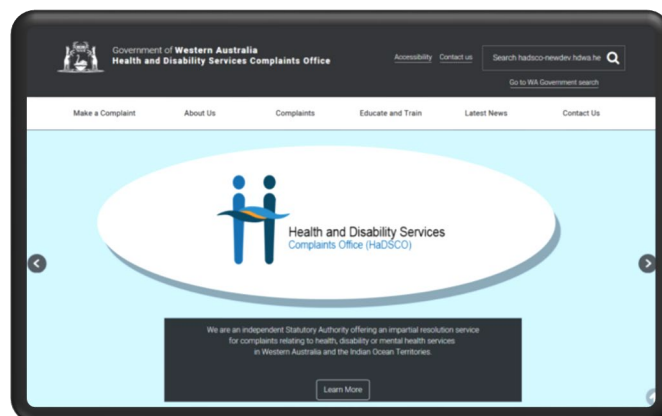


Information Sheet: HaDSCO Website

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority providing an impartial complaints resolution service in Western Australia and the Indian Ocean Territories.

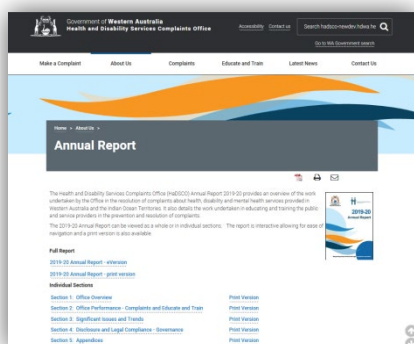
HaDSCO has refreshed its website www.hadsco.wa.gov.au in line with the Western Australian Whole of Government Digital Services Policy to increase accessibility for users including those with remote access and low bandwidth. The WA.gov.au style website meets the objective to provide high quality citizen-focused government digital services, delivering a service which is current, reliable and accessible anytime, anywhere, using any device.



The refreshed website contributes to the Sustainable Health Review recommendations of person-centered, equitable, seamless access; invest in digital healthcare and use data wisely; and innovate for sustainability. The refreshed website also contributes to the 10-year digitisation of the Western Australian health system to empower citizens with greater health information, to enable access to innovate, safe and efficient services; and to improve, promote and protect the health of Western Australians.

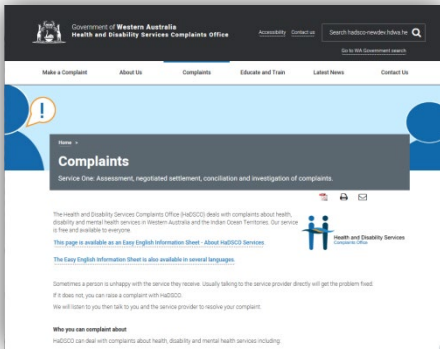
The refreshed website menu is split into three main topics: About Us; Complaints; and Educate and Train. This reflects HaDSCO's two key service areas:

- **Service One:** Assessment, negotiated settlement, conciliation and investigation of complaints.
- **Service Two:** Education and training in the prevention and resolution of complaints.



The **About Us** section provides information about HaDSCO including pages for Legislation, Disability Access and Inclusion Plan, Service Charter, Strategic Plan, Freedom of Information and a Feedback Form.

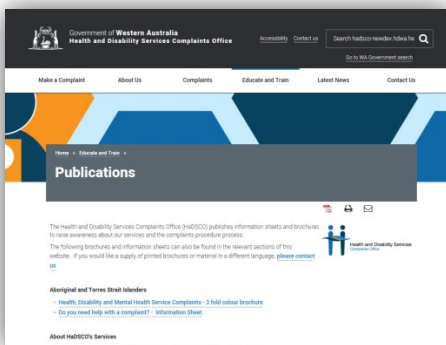
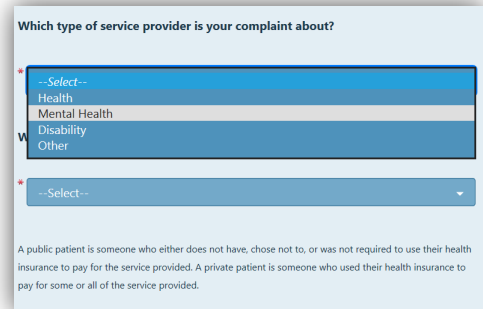
The 2019-20 Annual Report is available as an interactive .pdf and in a print version.



The **Complaints** section includes information on health, disability and mental health complaints. The Complaints Resolution pages explain the assessment, negotiated settlement, conciliation and investigation processes. Each page has links to relevant Information Sheets and brochures, including in other languages. The **Indian Ocean Territories** page in the Complaints section features translations of the English text in local languages.

The **Complaint Form** page links to HaDSCO's new online complaint form which directly links to HaDSCO's complaint management system which improves access, response and data security.

The complaint form is dynamic and will show the appropriate sections to complete based on the user's menu choices.



The **Educate and Train** section includes HaDSCO's Data Trends Reports, complaint handling material for service providers and information about events and activities. HaDSCO's brochures and Information Sheets can be downloaded from the **Publications** page. Translations of HaDSCO brochures are available in several languages.

The **Latest News** section will keep users updated with HaDSCO's information, publications, events and activities.



Please note: If you have any links to specific pages on the HaDSCO website, these may need updating.

Contact HaDSCO for more information:

- Complaints and enquiries: (08) 6551 7600**
- Free call: 1800 813 583 (free from landlines)
- Administration: (08) 6551 7620
- Email: mail@hadsco.wa.gov.au
- Web: www.hadsco.wa.gov.au
- Interpreter Service: 131 450 or www.tisnational.gov.au
- National Relay Service: 1800 555 660 or www.relayservice.wa.gov.au

