



## Our role

The Health and Disability Services Complaints Office (HaDSCO) is an independent Statutory Authority offering an impartial resolution service for complaints relating to health, mental health or disability services in Western Australia and the Indian Ocean Territories. Our services are free and available to everyone.

## Our mission

Improvement in the delivery of health and disability services through our two service areas:

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

## Our vision

Supporting improvements to health, disability and mental health services for Western Australia and the Indian Ocean Territories through complaint resolution.

## Our values

HaDSCO's decisions and actions are guided by six core values: Honesty, Accountability, Dedication, Supportive, Confidentiality and Objectivity.

## Functions of the Director

The functions of the Director as set out in the *Health and Disability Services (Complaints) Act 1995* are as follows:

- Deal with complaints by negotiated settlement, conciliation or investigation.
- Review and identify the causes of complaints.
- Provide advice and make recommendations for service improvement.
- Educate the community and service providers about complaint handling.
- Inquire into the broader issues of health, disability and mental health care arising from complaints received.
- Work in collaboration with the community and service providers to improve health, disability and mental health services.
- Perform any other function conferred on the Director by the *Health and Disability Services (Complaints) Act 1995* or another written law.

Under this legislation the Director may do all things that are necessary, or convenient to be done, in order to perform the Director's functions.

## Supporting improvement through complaint resolution

### Complaints and enquiries: (08) 6551 7600

Free call: 1800 813 583 (free from landlines)

Admin: (08) 6551 7620

Email: [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

Web: [hadsco.wa.gov.au](http://hadsco.wa.gov.au)



Interpreter Service: 131 450 - [tisnational.gov.au](http://tisnational.gov.au)

National Relay Service:

1800 555 660 - [relayservice.wa.gov.au](http://relayservice.wa.gov.au)

