

If you have a complaint about a health, mental health or disability service not covered by the NDIS, the Health and Disability Services Complaints Office (HaDSCO) can help you. We provide a complaint resolution service in Western Australia and the Indian Ocean Territories.

Our services are free, impartial, confidential and available to everyone.


Am I a carer?


A carer is someone who provides unpaid care and support to family members and friends who have disability, mental illness, chronic condition, terminal illness, an alcohol or other drug issue, or who are frail aged. A person who provides services as part of a work or volunteer contract is not a carer under the *WA Carer Recognition Act 2004*.

Carers can be aged 8 years old and up, may care for one or more people, and do not need to be living with those they provide care for.

Contact us


Our office is open 8.30am to 4.30pm, Monday to Friday.

 **Complaints and enquiries**
(08) 6551 7600 or 1800 813 583
(free from landlines)

 **Administration**
(08) 6551 7620

 **Email**
mail@hadsco.wa.gov.au

 **Web**
www.hadsco.wa.gov.au

 **Postal address**
PO Box B61, Perth WA 6838

Translating and Interpreting Service
tisonational.gov.au or 131 450

Accessibility Service
relayservice.gov.au or 1800 555 660

This brochure is available in alternative formats upon request.



Health and Disability Services
Complaints Office

Making complaints about health, mental health and disability services as a carer



What can I complain about as a carer?

Carers can make a complaint on behalf of the person they provide care for, or on their own behalf under the WA Carers Charter, within the *WA Carers Recognition Act 2004*.

You can make a complaint when a service provider:

- Fails to comply with the WA Carers Charter, the Mental Health Care Principles, or the Disability Services Standards.
- Breaches the Code of Conduct for certain health care workers.
- Refuses to provide a service.
- Provides an unsatisfactory service.
- Provides a service that was not wanted or needed.
- Does not give you access to your records or those of the person you care for where consent has been given, and/or in line with the WA Carers Charter.
- Fails to keep your personal information confidential.
- Does not respond to a complaint you have made about the service.
- Charges too much for a service.

How do I complain?

1 Complain to the service provider first. This can be the quickest and easiest way to address your concerns.

If your problem is not resolved, or if you feel you cannot approach them directly, contact HaDSCO for help.

2 You can lodge a complaint to us by completing our online complaint form at www.hadsco.wa.gov.au

If you are making a complaint on behalf of another person, they will need to provide their consent by signing the complaint form.

Consent is not required for a complaint about your treatment as a carer.

3 When we receive your complaint, we will contact you to discuss your options. We will work with you and the service provider to resolve your complaint fairly and effectively.

Generally, HaDSCO cannot help with complaints about issues that happened over two years ago or have already been decided by a court, registration board or tribunal. In these cases, we can refer you to an alternative organisation.

Support for carers

Carer Gateway

carergateway.gov.au or 1800 422 737

Carers WA

carerswa.asn.au or 1300 227 377

