



## Publications Request Form

The following publications can be viewed on the HaDSCO website – [www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au). Printed versions are available free of charge on request.

Please indicate the quantity of printed publications you would like in the form below and send the completed form to [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

Publication	Type	Quantity Required
<b>Aboriginal and Torres Strait Islanders</b>		
Health, Disability and Mental Health Services	Brochure	
Do you need help with a complaint?	Information sheet	
<b>About HaDSCO's Services</b>		
Health, Disability and Mental Health Services Complaints	Brochure	
Health, Disability and Mental Health Services Complaints	<b>Easy English</b> Information sheet	
HaDSCO at a glance	Information sheet	
Complaints about disability services	Information sheet	
<b>About HaDSCO's Services - Translations</b>		
Arabic	Brochure	
Bahasa Malay - Bahasa Melayu	Brochure	
Chinese (Simplified)	Brochure	
Cocos Malay - Melayu Kokos	Brochure	
Italian	Brochure	
Vietnamese	Brochure	
<b>Carers</b>		
Making complaints about health, disability and mental health services as a carer	Brochure	
Learning from complaints involving carers	Education resource	

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Publication	Type	Quantity Required
<b>Making a Complaint</b>		
Helpful tips for making a complaint	Information sheet	
How to make a complaint about a registered practitioner - HaDSCO and AHPRA	Brochure	
How to complain about a disability service –	<b>Easy English</b> Information sheet	
Do you have a complaint about a health service?	Information sheet	
Do you have a complaint about a disability service?	Information sheet	
Do you have a complaint about a mental health service?	Information sheet	
Cosmetic treatment complaints	Information sheet	
<b>About the Complaints Process</b>		
The Complaints process	Information sheet	
Conciliation	Information sheet	
Attending a conciliation meeting as a complainant	Information sheet	
Attending a conciliation meeting as a service provider	Information sheet	
Negotiated Settlement	Information sheet	
Investigations	Information sheet	
<b>Health Service Providers</b>		
Helpful tips for handling a complaint	Information sheet	
Learning from complaints involving carers	Education resource	
Learning from complaints about mental health services	Education resource	
Learning from complaints about end of life and palliative care	Education resource	
<b>Mental Health Service Providers</b>		
Do you have a complaint about a mental health service?	Information sheet	
Guidelines for handling complaints about mental health services	Education resource	
Mental Health Complaints Guidelines and Appendices	Education resource	