

When things go wrong in health services

What can I do?

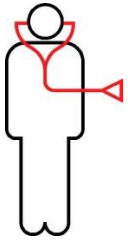
Hard words



This booklet has some hard words.

The first time we write a hard word

- the word is in **blue**
- we will write what the hard word means.



This factsheet is about what to do when things go wrong when you see someone about your health

Sometimes things go wrong with health services.

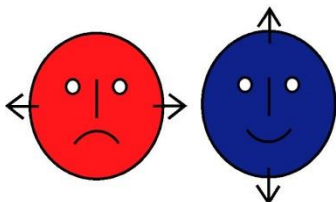
You might be unhappy about



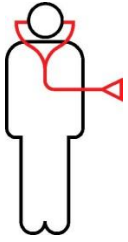
- something done to you



- something said to you

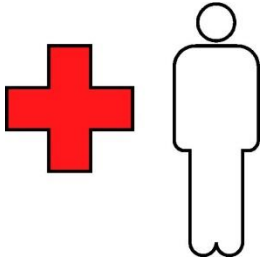


- something said about you to someone else

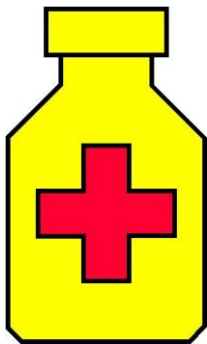


Health services doesn't just mean doctors.

You might see lots of people about your health. You might see



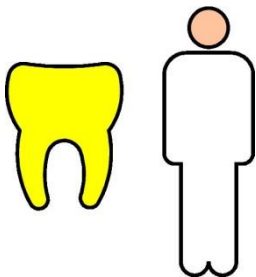
- a nurse



- someone who gives you medicine (a pharmacist)

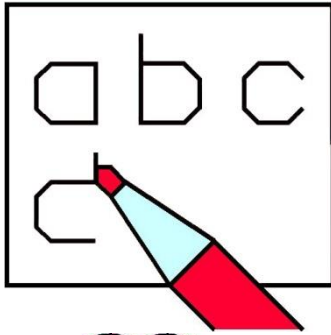


- an ambulance



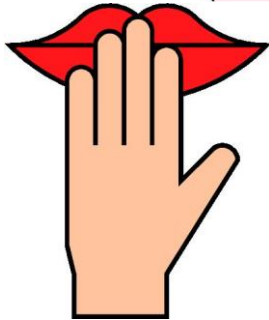
- a dentist

- or someone else



It can help to write down what you want to happen

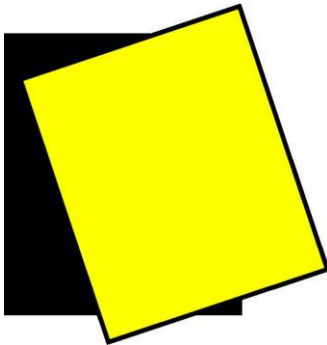
This might be



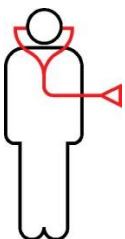
- someone to say sorry to you



- someone to explain why they did that



- a change in how things are done



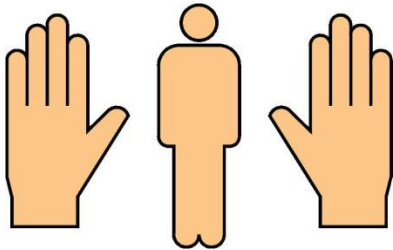
- having these things written down will help talk to someone about what happened



Someone at the ACT Human Rights Commission can help you

The ACT Human Rights Commission is a group of people that help make sure you are treated fairly.

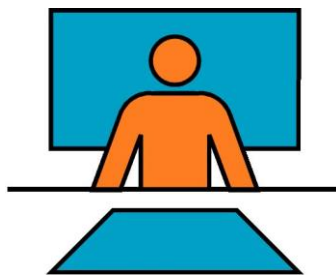
They can



- Help you talk to someone



- Talk to the health service themselves



- Talk to anyone else who could help



If something illegal has happened, you should contact the police by calling 000

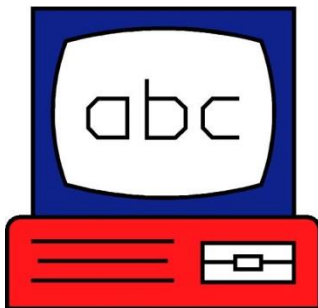


- someone at ACT Human Rights Commission will also be able to talk with you about what you can do



You can call the ACT Human Rights Commission on 6205 2222

You can SMS them on 0466 169 997



Or email them at human.rights@act.gov.au