

WHEN THINGS GO WRONG IN HEALTH SERVICES FOR PEOPLE WITH DISABILITIES

DESPITE THE BEST INTENTIONS OF EVERYONE INVOLVED, SOMETIMES THINGS GO WRONG WITH HEALTH SERVICES. HERE ARE YOUR OPTIONS TO HELP GET SOMETHING SORTED



Are you reporting a crime, or is your complaint about a health professional doing something illegal?

Contact the police or ask the ACT Human Rights Commission if they can assist.

1

What happened? Clarifying the problem helps deal with it. It could be about privacy, communication, treatment, or something else.

2

What outcome do you want? Working this out can help the health service respond.

This could be an apology, an explanation, a refund, a change in policy or process, or something else.

3

Talk to the health service. This might be a manager or team leader, or using ACT Health Consumers Feedback process

4

If you're not happy with progress, talk to the ACT Human Rights Commission who can investigate, mediate and advocate with you.

6

If you were treated differently in a health service because of your disability, you may be able to make a complaint for Unlawful Discrimination. The ACT Human Rights Commission can assist you.

5

The ACT Human Rights Commission may progress the complaint to a National Regulatory Body, if it's not resolved locally.



ACT HUMAN RIGHTS COMMISSION
Australian Capital Territory



Funded by the National Disability Insurance Agency



People with Disabilities ACT

To contact the ACT Human Rights Commission:

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