

# Do you have a complaint about a disability service?

## Contact the Health and Disability Services Complaints Office (HaDSCO)

HaDSCO is an independent Statutory Authority offering an impartial resolution service for complaints relating to public and private health, disability and mental health services in Western Australia and the Indian Ocean Territories.

### Who can make a complaint about a disability service?

A complaint can be made by the person who received the service, a relative, representative or carer.

### What services can complaints be made about?

A complaint can be made about an individual or organisation that has provided a disability service. This includes:

- Accommodation
- In-home support
- Respite services (in-home and residential)
- Therapy services
- Employment services
- Day activities
- Recreation and leisure services
- Advocacy services

### What can a complaint be made about?

Part 6 of the *Disability Services Act 1993* sets out the complaints we are able to accept. A number of examples have been included over the page.

### Contact us

Monday to Friday, 8.30am – 4.30pm

Complaints and enquiries line: (08) 6551 7600

Administration: (08) 6551 7620

Toll free: 1800 813 583

TTY: (08) 6551 7640

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

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

Postal address: PO Box B61, Perth WA 6838

Street address: Albert Facey House,  
469 Wellington Street, Perth WA 6000

## Complaints can be made about:

### **By not delivering a disability service, including:**

*Refusing to provide a service where the service is available.*

*Reducing an existing service such as providing shorter service opening hours.*

*Removing a service or denying the provision of additional treatment or services perceived to be of benefit.*

### **Acting unreasonably in providing a disability service, including:**

*An appointment not being kept by the provider and no explanation being provided.*

*Withdrawing or denying treatment.*

*Not obtaining consent, or not informing the consumer about consent options.*

*Refusing to admit or treat.*

### **In the manner of providing a disability service, including:**

*Staff or volunteers not being appropriately skilled or competent.*

*Treatment not effectively coordinated.*

*Staff conduct or behaviour that is inappropriate, offensive, unprofessional or discriminatory.*

### **By delaying, denying or restricting the consumer's access to records, including:**

*Refusing access to the information held on your personal file.*

### **By breaching confidentiality, including:**

*Sharing personal information without obtaining your consent.*

### **By charging an excessive fee, including:**

*Failing to provide adequate information about costs.*

*Administering a funding policy unfairly or unreasonably resulting in applications for financial assistance for disability service access/provision being refused.*

### **By failing to deal with a complaint effectively, including:**

*Not resolving issues that the consumer, advocate or legal guardian is dissatisfied about.*

*Not allowing you to make a complaint.*

*Failing to respond to an allegation of abuse or neglect.*

### **By failing to comply with the Carers Charter, including:**

*Failing to discuss care plans/treatment with carers.*

*Failing to make complaints processes accessible to carers and/or failure to respond to a carer's complaint in a timely, appropriate and professional manner.*

### **By failing to comply with the Disability Services Standards, including:**

*Service provider not recognising intellectual disability or other disability in mental health planning.*

**If you would like advice about how to get started with your complaint, or for assistance in completing a complaint form, contact HaDSCO.**



## **Helpful tips for making a complaint**

- **Identify the key issue:** It is important to have a clear understanding of the issue/s you want to raise before submitting the complaint.
- **Think about the information to include:** Consider the relevant points and what outcomes you are hoping to achieve.
- **Raise your complaint with the service provider:** Try registering your concern with the service provider first. This is often the best way to resolve a complaint.
- **Consider how to submit your complaint:** Complaints can often be made online, face-to-face, in writing or by telephone.
- **Consider seeking assistance in lodging your complaint:** There are a number of agencies and organisations that can help, including HaDSCO.