

We can...

By working together, the HCSCC, AHPRA and the Boards can improve the quality and safety of health services.

If a Board believes there is a serious risk to public safety, it can restrict or remove a practitioner's right to practise.

We can't...

- give you advice about your health
- tell a practitioner to give you medication or treatment
- tell a practitioner to give you your health records
- help you bring legal proceedings against anybody.

Have you contacted the health service or health practitioner directly?

This is often the quickest way to resolve a complaint.

We invite you to contact us



Aboriginal and Torres Strait
Islander health practice
Chinese medicine
Chiropractic
Dental
Medical
Medical radiation practice
Nursing and Midwifery
Occupational therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

Australian Health Practitioner Regulation Agency

Level 5
22 Harry Chan
Avenue
Darwin NT 0800

GPO Box 9958
Darwin NT 0801
1300 419 495
www.ahpra.gov.au



Level 5 NT House
22 Mitchell Street
Darwin NT 0800

1800 004 474 toll free
from a landline
Fax: 8999 6067

GPO Box 4409
Darwin NT 0801

hcscclnt.gov.au
www.hcscclnt.gov.au

8999 1969

TTY
133 677 or
1800 555 677

**Translating and
Interpreting Service**
(TIS) 131 450

How to make a complaint about a:

- ▶ health, disability or aged care service
- ▶ health practitioner

Health and Community Services
Complaints Commission

Australian Health Practitioner
Regulation Agency



What can the Australian Health Practitioner Regulation Agency do?

AHPRA receives complaints about registered health practitioners for the relevant Board¹. The Board registers health practitioners so they can practise their profession in Australia.

The Board will act to protect the public if:

- a practitioner's behaviour is placing the public at risk
- a practitioner is practising their profession in an unsafe way
- a practitioner's ability to make safe judgments about their patients might be impaired because of their health.

The Board might need to gather more information before it can take action.

The Board can ensure that to keep practising, the practitioner must:

- work with a supervisor
- have further education
- do or not do something to keep the public safe.

The Board can decide to talk to the HCSCC about your complaint.

For very serious matters, the Board may refer the practitioner to the Northern Territory Civil and Administrative Tribunal. The tribunal can suspend or cancel the practitioner's registration.

If you make a complaint to a Board, AHPRA is only allowed (by law) to tell you what is on the *Register of Practitioners* www.ahpra.gov.au/Registration/Registers-of-Practitioners. We will update you about what is happening but the National Law limits what we can say.

¹ Aboriginal and Torres Strait Islander Practice Board of Australia, Chinese Medicine Board of Australia, Chiropractic Board of Australia, Dental Board of Australia, Medical Board of Australia, Medical Radiation Practice Board of Australia, Nursing and Midwifery Board of Australia, Occupational Therapy Board of Australia, Optometry Board of Australia, Osteopathy Board of Australia, Pharmacy Board of Australia, Physiotherapy Board of Australia, Podiatry Board of Australia, Psychology Board of Australia

You can complain to either AHPRA or HCSCC about a:

- Aboriginal and Torres Strait Islander health practitioner
- Chinese medicine practitioner
- chiropractor
- dentist
- medical practitioner (doctor)
- midwife
- medical radiation practitioner
- nurse
- occupational therapist
- optometrist
- osteopath
- pharmacist
- physiotherapist
- podiatrist
- psychologist.

You can complain to the HCSCC about:

- health services:
 - hospitals
 - medical practices
 - ambulances
 - clinics
 - other health services (eg mental health services)
 - unregistered health providers such as counsellors, massage therapists, homeopaths, iridologists
- disability services
- aged care services.

What can the Health and Community Services Complaints Commission do?

The HCSCC is an independent body that receives complaints about health, disability and aged care services in the Northern Territory.

You can contact the HCSCC about many things, including:

- the standard of service you received
- the way the service was delivered
- the information that was or wasn't provided to you
- how decisions were made
- issues with confidentiality
- issues around family, friends and carers
- the way a complaint was handled.

The HCSCC will listen to you. If we can't help you, we will refer you to someone else. If we are able to help you, we will work with you to resolve your complaint. This might include seeking an explanation, an apology, obtaining a refund or compensation, or changes to improve the service.

If the practitioner is a registered health practitioner, the HCSCC must talk to AHPRA and the Board about your complaint to decide whether the Board or HCSCC will manage all or part of your complaint.

More information is available at the HCSCC website at www.hcsc.nt.gov.au.