



## The HCSCC

Helps people sort out complaints by:

- + Giving advice;
- + Helping people talk to one another;
- + Conciliation;
- + Investigation.

Contact us if you would like more information or are thinking about making a complaint.



For more information about the HCSCC, including how to make a complaint and how to respond to a complaint, please contact the HCSCC or visit our website.

GPO Box 4409  
Darwin NT 0801

Level 5, NT House  
22 Mitchell St, Darwin NT 0800

**Phone:** 08 8999 1969  
**Freecall:** 1800 004 474

**Fax:** 08 8999 6067

**Email:** [hcscc@nt.gov.au](mailto:hcscc@nt.gov.au)

**TTY:** 133 677 or 1800 555 677

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

[www.hcscc.nt.gov.au](http://www.hcscc.nt.gov.au)



## Do you have a complaint about a Disability Service?

An Introduction for people who use Disability Services

**DRIVING  
improvement**

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

## Complaints Help to Drive Improvement

Making a complaint can help you get answers and solutions, and it can also help the service to understand the problem so that everyone can have better services in the future.

People have a right to speak up about what's working and not working with their disability services and supports.



## Who can complain to the HCSCC?

Any person who uses a disability service can make a complaint about that service. So can a parent or guardian, a representative, a carer, staff working at a service, or another person. If you are a carer of a person with a disability you can also make complaints about services you receive.

If you are complaining on behalf of someone with a disability we will seek to involve the person receiving the service as much as possible so that we can understand what is important to them.

## What can a complaint be about?

You can complain to the HCSCC about any disability support or disability specific services in the NT, including:

- + Home help, maintenance or modification, accommodation support;
- + Personal care, respite services, rehabilitation services;
- + Transport, education, training and skill development;
- + Case management and brokerage, assessment or referral of support needs, provision of equipment;
- + Advocacy or information services;
- + Care and treatment services provided in accommodation premises;
- + How a service has handled a complaint.

## Complaining to the HCSCC

If you have tried to resolve your complaint with the service but haven't been able to; or you do not feel you can or should approach the service yourself, please contact the HCSCC.

### The HCSCC will:

- + Listen to your concerns and let you know how your complaint can be dealt with;
- + Refer you to someone else if we are not able to help you;
- + Explain what happens when a complaint is received;
- + Try to fully understand the story of your complaint and discuss options for resolving it;
- + Help you to lodge your complaint if you need assistance.

Once the HCSCC receives your complaint we will discuss it with you and decide what will happen next.

**Remember:** The HCSCC does not represent anyone or take sides in a complaint. We will try to help both parties to resolve the complaint.