

Community Conciliation

A complaint was received from Joe, a respected elder in a remote community. Joe told the HCSCC that the community was unhappy with the way the staff at the local Health Centre Complaint had dealt with Miriam's medical emergency, and that Miriam had to travel to Darwin for medical follow up as a result. Miriam, her family and the entire community had lost faith in the health centre. They were seeking service improvement as an outcome from the complaint.

The complaint was referred to conciliation. The Community Justice Centre mentored HCSCC staff to ensure that they would approach the conciliation in a culturally appropriate way. The conciliation took place over two days. On the first day, Joe introduced staff to family and community members, taking the full day to work out what would be discussed at conciliation, who would be present and when. The conciliation conference took place on the second day, with firstly family present and then community members. It was a flexible process, with the complaint resolved at conciliation with agreement as to service improvements that would take place in consultation with the community.