



Factsheet

Complaints



As a Carer, your views should be adequately considered or included in matters that affect you or the person that you care for.

The Western Australian Carers Charter provides clear direction on how carers are to be treated and involved in the delivery of services, stating that:

- carers must be treated with respect and dignity
- the role of carers must be recognised by including carers in the assessment, planning, delivery and review of services that impact on them and the role of carers
- the views and needs of carers must be taken into account along with the views, needs and best interests of people receiving care when decisions are made that impact on carers and the role of carers, and
- complaints made by carers in relation to services that impact on them and the role of carers must be given due attention and consideration.

Service providers have a responsibility to enable complaint making (i.e. by making service recipients aware of this option and making the process transparent) and to facilitate complaint resolution.

How to make a complaint

- Raise your complaint directly with the service provider in question.
- If the matter is not resolved to your satisfaction, you can advise the Health and Disability Service Complaints Office (HaDSCO) of your complaint. HaDSCO is an independent statutory authority

that provides an impartial resolution service for complaints about Western Australian health or disability services. HaDSCO's services are free and they can be contacted via phone (08 6551 7600 or freecall: 1800 813 583) or via email: mail@hadsco.wa.gov.au.

Information on the process undertaken by HaDSCO

HaDSCO accepts complaints against any individual or organisation that provides, or claims to provide, a health service. Specifically, you can complain to HaDSCO about a service provider who:

- Refuses to provide a service
- Provides the wrong service
- Does not permit you access to records (e.g. records involving the person you care for).
- Does not respect your personal information
- Charges you too much
- Did not adequately deal with a complaint
- Did not adhere to requirements listed in the WA Carer's Charter, the Disability Services Standards or the Mental Health Care principles.

HaDSCO does not generally handle matters that are more than two years old or those that have been considered by a court, registration board or tribunal. In this instance, HaDSCO will attempt to identify another organisation that may be able to provide assistance.

Refer to HaDSCO's website for more detailed information: www.hadsco.wa.gov.au





How can I get help?

Carers provide unpaid personal care, support and household assistance to a family member or friend needing help with daily life. If you are a carer, there are a number of supports and services available.

Carer Gateway is an Australian Government initiative providing a mix of free online, telephone and in-person supports, services and advice, for family carers in Australia. Carer Gateway in-person services are being delivered throughout the states and territories by a network of Carer Gateway Service Providers. In Western Australia, **Carers WA** is leading the delivery of these in-person services in partnership with a range of other organisations.

Carers WA has a dedicated Carer Gateway team who can be reached Monday to Friday 8.00am to 5.00pm (phone: 1800 422 737).

Carers WA also offer a range of innovative programs and services aimed at providing practical and emotional support. The organisation is open Monday to Friday, 8.30am to 4.30pm (phone: 1300 227 377).

Crisis Care is a 24-hour Western Australian Government telephone service for people needing urgent assistance (phone: 1800 199 008, TTY: 9325 1232).

Department of Social Services provides information about disability and carers.

Services Australia provides information about payments and services if you provide temporary or ongoing care.

Department of Communities

5 Newman Court, Fremantle WA 6160
Postal address: Locked Bag 5000, Fremantle WA 6959

Telephone: 1800 176 888
Email: enquiries@communities.wa.gov.au
Website: www.communities.wa.gov.au

Translating and Interpreting Service (TIS)

Telephone: 13 14 50

If you are deaf, or have a hearing or speech impairment, contact us through the National Relay Service.

For more information visit: Communications.gov.au/accesshub/nrs

This publication is available in other formats upon request.



Support and resources for carers

<https://www.wa.gov.au/organisation/department-of-communities/support-carers>