

The HSC can help you with problems about:

- unsatisfactory interpreting and translating services
- privacy of and/or access to health information about you
- communication issues
- lack of respect, dignity or privacy
- negligent or unprofessional behaviour

Call us and we will:

- listen
- give you information & advice
- help you get answers to your questions
- conciliate formally or informally between the parties
- provide you with an interpreter if necessary

We can help you with problems involving

1. Health service providers including:

- doctors
- dentists
- counsellors
- nurses
- public and private hospitals
- community health services
- specialists
- pharmacists
- ambulances
- natural therapists

and anyone else who provides a health service.

2. Translating and interpreting services provided by Department of Human Services (DHS) programs and funded agencies.

DHS funded agencies are required to provide information in your preferred language when you need to:

- be informed of your rights
- give informed consent; and
- be advised of critical information relating to your health and wellbeing and/or participate in decision making related to medical and other human service matters

They are also required to:

- provide interpreting services by appropriate qualified professionals; and
- to not use persons, including family members, under 18 years of age as interpreters.

What to do if you have a complaint

Your first step is to contact the person or organisation and try to resolve the issue with them.

If you find this difficult or are still unhappy, then call us.



Health Services Commissioner (HSC)

The Office of the Health Services Commissioner is an independent, impartial statutory authority created by the *Health Services (Conciliation & Review) Act 1987*.

The HSC also has responsibility for the administration of the *Health Records Act 2001*. The HRA establishes standards with regard to the collection, use, disclosure, quality, security, access, retention and transfer of health information.

- The HSC protects your right of access to your health information
- We can help you get answers to your concerns about a health service
- Our service is free and confidential



Further Information

Office of the Health Services Commissioner

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Victorian Multicultural Commission

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Victorian Multicultural Commission



Problem with a health service or concerns about translating and interpreting services?

We can help

