

**AUSTRALIAN HEALTH COMPLAINT ENTITIES
CONTACT DETAILS**

- **Complaints Process:** when a direct approach to the service provider is either unreasonable, or has not succeeded.

VICTORIA

Health Services Commission
www.health.vic.gov.au
Health Services Commissioner
Address: 30th Floor
570 Bourke Street
Melbourne. 3000 Victoria
Telephone: (61 3) 8601 5200
or Toll Free: 1800 582 113

NEW SOUTH WALES

Health Care Complaints Commission
www.hccc.nsw.gov.au
Office address: Level 13, 323 Castlereagh Street,
SYDNEY NSW 2000
Post address: Locked Mail Bag 18,
STRAWBERRY HILLS NSW 2012
Telephone: (02) 9219 7444
Toll Free in NSW: 1800 043 159
Fax: (02) 9281 4585 E-mail: hccc@hccc.nsw

TASMANIA

Health Complaints Commissioner
www.healthcomplaints.tas.gov.au
For Charter of Rights & Responsibilities refer to:
Tasmania Health Care Charter of Health Rights & Responsibilities
http://www.healthcomplaints.tas.gov.au/legislation/healthcare_charters
Telephone: 1800 001 170

NORTHERN TERRITORY

Health and Community Services
Complaints Commission
www.hcsc.nt.gov.au/
Address: 5th Floor, NT House
22 Mitchell Street DARWIN, NT 0800
Telephone: 1800 004 474
Phone: (08) 8999 1969
Fax: (08) 8999 6067
E-mail: hcsc@nt.gov.au

WESTERN AUSTRALIA

Health and Disability Services

Complaints Office

www.hadsco.wa.gov.au

Address: HaDSCO, PO Box B61,

Perth, WA, 6838

Telephone (08) 6551 7600 or 1800 813 583

SOUTH AUSTRALIA

Health & Community Services Complaints Commissioner

www.hcsc.sa.gov.au

Address: Level 4, East Wing,

50 Grenfell Street, Adelaide SA 5000

Telephone: 1800 232 007 or 08 8226 8666

ACT

Human Rights Commission

human.rights@act.gov.au

Address: Level 4, 12 Moore Street, Canberra City
(near the Jolimont Centre on Northbourne Avenue).

Postal address is: ACT Human Rights Commission,
GPO Box 158, Canberra, ACT, 2601.

Telephone: (02) 6205 2222, or email. SMS us on 0466 169997,

TTY number (02) 6205 1666.

QUEENSLAND

Office of Health Ombudsman

www.hqcc.qld.gov.au

Address: Level 17, 53 Albert Street, Brisbane QLD 4000

Postal address: GPO Box 3089, Brisbane QLD 4001

Telephone (07) 3120 5999

Freecall 1800 077 308 (outside Brisbane).