

The HSC can help you with problems about:

- unsatisfactory care
- 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

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. the privacy of your health information held by any person or organisation in Victoria including:

- health service providers
- fitness centres
- schools
- kindergartens
- employers
- government agencies

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.

Who else protects privacy?

The office of the Victorian Privacy Commissioner regulates the way Victorian Government agencies and local councils collect and handle personal information other than health information.

Ph: 1300 666 444

The Federal Privacy Commissioner regulates Federal Government agencies such as Centrelink and the Tax Office and most of the private sector including private health service providers.

Ph: 1300 363 992



Further Information

Office of the Health Services Commissioner

Level 30

570 Bourke Street

Melbourne 3000

Web site: www.health.vic.gov.au/hsc

E-mail: hsc@dhs.vic.gov.au

Phone: (03) 8601 5200

Toll Free: 1800 136 066

Fax: (03) 8601 5219

TTY: 1300 550 275

DX: 210182

Problem with a health service or concerns about your health privacy?

We can help



Office of the Health Services Commissioner



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