



HEALTH CONSUMERS'
COUNCIL



**Working together
to address barriers
in healthcare**



Health Consumers' Council Advocacy Service

We work with consumers to address barriers in health care.

Our Vision

Equitable, person-centred, quality healthcare for all Western Australians.

Our Purpose

To increase the capacity of all people to influence the future direction of health care and to make informed choices.

Our Advocacy Service

- Assists people with problems in the health system
- Is available to people anywhere in Western Australia
- Is staffed by advocates who are experienced in consumer rights, knowledge of the health system and consumer responsibilities, and are generally not trained in medicine or the law

Assistance we provide

Talking through your issues to identify the main problem/s and what outcomes you hope to achieve

Directing you to the most appropriate place to achieve those outcomes

Providing resources to assist you to manage your own complaint

Approaching the service provider to attempt to resolve the complaint directly, if you are unable to resolve it

Writing to providers on the Health Consumers' Council's letterhead

Assisting with **Freedom of Information and Privacy** requests to obtain patient records

Helping you navigate **Patient Opinion** (the on-line patient feedback platform). If you would like to, we can **share your story** through our newsletters or annual report to help create change

Assisting you to complete complaint forms for the **Health and Disability Services Complaints Office** (HaDSCO) and **Australian Health Practitioner Regulation Agency** (AHPRA)

Hosting a monthly **legal advice** session

Liaising with various agencies, if required

Attending health related meetings/ appointments as your advocate

Any other actions mutually agreed upon



Privacy Statement

When HCC is involved in advocacy work on your behalf, we may need to document your:

- Name
- Date of birth
- Ethnicity
- Phone number
- Address
- Summary of your main issues
- Action taken
- Any correspondence received or sent
- The outcome

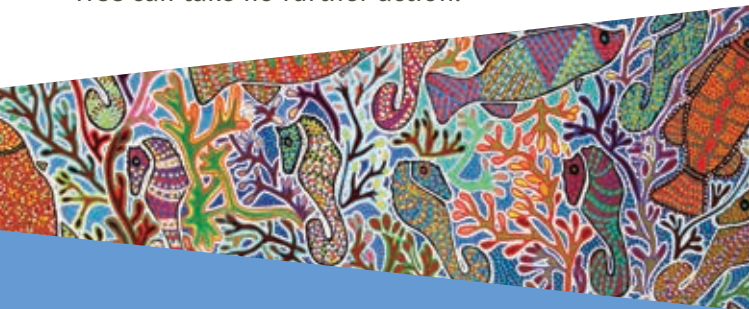
The information we collect about you is confidential. However, we may provide de-identified (all personal details removed) statistical data to the Department of Health, our funding body. A copy of the information held about you is available on request.

All identifying information held about consumers by HCC is confidential within the organisation. HCC has a detailed Information Management Policy that can be made available to you on request.

Limitation Statement

The Health Consumers' Council (HCC) is an independent, not-for-profit community-based organisation and does not have the statutory powers to effect change or to require responses from health service providers. Occasionally, despite the best efforts of HCC staff, an issue will remain unresolved.

HCC reserves the right to withdraw its services at this stage and might, where appropriate, suggest continuing action in another forum. In this circumstance, if requested, HCC will provide a summary of activities undertaken, the outcome of these, and an explanation as to why HCC can take no further action.



“The wealth of information, guidance and confidentiality we received [from HCC] gave us the strength to face what needed to be done.”



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