



## Fact Sheet – Community Member Complaints

If you are participating in a health living activity and want to lodge a complaint there are a few options depending on what your complaint is about. These include lodging a complaint with the relevant State/Territory Ombudsman, the Health Commission or the Fitness Industry Code. Links to other organisations that can also assist in handling complaints are also provided below.

If you are concerned about a health service provided to you, talk to your provider as soon as possible. Often this is the fastest and most effective way of resolving concerns. When you raise your concerns, in most cases the health service provider will try to resolve them.

### Ombudsman

#### *What is the Ombudsman?*

Each state and territory has an independent Ombudsman responsible for handling complaints about State Government departments, State Government Authorities and local councils. There is also an Ombudsman responsible for managing complaints against the Federal Government departments.

#### *What can I complain to the Ombudsman about?*

The Ombudsman can investigate complaints about actions and decisions to see if they are wrong, unjust, unlawful, discriminatory or just plain unfair.

#### *Who can complain to the Ombudsman?*

Anyone can make a complaint. If you do not want to make the complaint yourself, you can ask someone else to make a complaint on your behalf.

#### *How do I make a complaint?*

You can make a complaint by telephone, in person, in writing, by fax, or online. If you do not speak or write English well, a translator or interpreter will be arranged. Your complaint should include copies of all relevant correspondence with the agency that you are making a complaint about and any reference numbers. For more information please see below for details of each state/territory Ombudsman.



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## Health Commission

### *What is the Health Commission?*

Each state and territory has a free, independent health service to help people with health service complaints, across all aspects of health in the public and private sector.

### *What can I complain to the Health Commission about?*

You can complain about the professional conduct of a health practitioner and/or the clinical care and treatment provided by a health individual or organisation. This can include if you have failed to receive service that was necessary or if you were denied information or privacy.

### *Who can complain to the Health Commission?*

The person who received the health service or a representative chosen by the person, including parent, guardian, relative or friend.

### *How do I make a complaint?*

Most of the Commission's require complaints to be lodged in writing. For more information please see below for details of each state/territory Health Commission.

## The Fitness Industry Code of Practice

### *What is the Fitness Industry Code of Practice?*

Each state and territory has a Fitness Industry Code of Practice. Within each code there is also a process for handling complaints against individuals or providers delivering fitness programs.

### *What can I complain to Fitness Industry Code of Practice about?*

If you know that your healthy lifestyle provider is registered with the Fitness Industry Code of Practice you can lodge your complaint regarding the service received, confidentiality or discrimination.

### *Who can complain to Fitness Australia?*

Anyone involved in a health living activity. If you do not want to make the complaint yourself, you can ask someone else to complain on your behalf



For more information call 1300 HLN 000 or  
email [info@healthylivingnetwork.com.au](mailto:info@healthylivingnetwork.com.au)

[www.healthylivingnetwork.com.au](http://www.healthylivingnetwork.com.au)

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## *How do I make a complaint?*

All complaints must be made in writing. For more information please see speak to your health service provider or see below for details of each state/territory Fitness Code of Practice, state territory health commissions and obubsman.

## State / Territory Health Commissions

### VICTORIA

Office of the Health Services Commissioner

<http://www.health.vic.gov.au/hsc/>

### NEW SOUTH WALES

Health Care Complaints Commission

<http://www.hccc.nsw.gov.au/>

### ACT

ACT Health Services Commissioner

<http://www.hrc.act.gov.au/health/>

### QUEENSLAND

Health Quality and Complaints Commission

[www.hqcc.qld.gov.au](http://www.hqcc.qld.gov.au)

### SOUTH AUSTRALIA

Health and Community Services Complaints  
Commissioner

[www.hcsc.sa.gov.au](http://www.hcsc.sa.gov.au)

### TASMANIA

Health Complaints Commissioner

[www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)

### WESTERN AUSTRALIA

Health & Disability Services Complaints Office

[www.hadsco.wa.gov.au](http://www.hadsco.wa.gov.au)

### NORTHERN TERRITORY

Health & Community Services Complaints  
Commission

[www.healthcomplaints.tas.gov.au](http://www.healthcomplaints.tas.gov.au)

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The Healthy Living Network is a component of the Healthy Communities Initiative  
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## State / Territory Ombudsman

Victorian Ombudsman  
Level 9, 459 Collins Street (North Tower)  
Melbourne Victoria 3000  
Telephone: 03 9613 6222  
[www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

New South Wales Ombudsman  
Level 24 580 George Street  
Sydney NSW 2000  
Telephone: 02 9286 1000  
[www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

Australian Capital Territory (ACT)  
Ombudsman  
Level 5, Childers Square, 14 Childers Street  
Canberra City ACT 2601  
Telephone: 1300 362 072  
[www.ombudsman.act.gov.au](http://www.ombudsman.act.gov.au)

Queensland Ombudsman  
Level 17, 53 Albert Street  
Brisbane QLD 4000  
Telephone: 07 3005 7000  
[www.ombudsman.qld.gov.au](http://www.ombudsman.qld.gov.au)

South Australian Ombudsman  
Level 5, East Wing, 50 Grenfell Street  
Adelaide SA 5000  
Telephone: 08 8226 8699  
[www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)

Tasmanian Ombudsman  
Ground Floor, 99 Bathurst Street  
Hobart 7000 45 Cameron St  
Launceston 7250  
Telephone: 1800 001 170  
[www.ombudsman.tas.gov.au](http://www.ombudsman.tas.gov.au)

Western Australian Ombudsman  
Level 12, St Martin's Tower  
44 St George's Terrace  
Perth WA 6000  
Telephone: 08 9220 7555  
[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

Northern Territory Ombudsman  
12th Floor, NT House, 22 Mitchell Street  
Darwin NT 0800  
Telephone: 08 8999 1818  
[www.omb-hcsc.nt.gov.au](http://www.omb-hcsc.nt.gov.au)



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## State and Territory Fitness Industry Codes of Practice

- [Australian Capital Territory](#)
- [New South Wales](#)
- [Queensland](#)
- [South Australia](#)
- [Tasmania](#)
- [Victoria](#)
- [Western Australia](#)

## Where else can I lodge a complaint or get more information?

- [The Office of Fair Trading](#)
- [Medicare Australia](#)
- [Department of Health and Ageing](#)
- [Industrial Relations Commission](#)
- [Australian Competition and Consumer Commission](#)



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