



Massage Association of Australia Ltd

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Contact details for consumers - List of Complaints Websites by State

By state:

[Victorian Government Health Information](#)

[Australian Capital Territory Human Rights Commission](#)

[Health Complaints Commissioner, Tasmania](#)

[NSW Health Care Complaints Commission](#)

[Northern Territory Health and Community Services Complaints Commission](#)

[Health and Disability Services Complaints Office, Western Australia](#)

[South Australia Health and Community Services Complaints Commission](#)

[Office of the Health Ombudsman, Queensland](#)

State	Website	Contact
VIC	http://www.health.vic.gov.au/ www.health.vic.gov.au/hsc	Phone: 1300 582 113 Fax: (61 3) 9032 3111 Email: hsc@health.vic.gov.au Street: Level 26 570 Bourke Street Melbourne. 3000 Victoria, Australia Post: Level 26 570 Bourke Street Melbourne. 3000 Victoria, Australia
ACT	http://www.hrc.act.gov.au/ http://www.hrc.act.gov.au/health/content.php/category/view/id/28	Telephone: (02) 6205 2222 Or By mail Download the complaint form above in either MS Word or PDF format, complete and send to: Health Services Commissioner ACT Human Rights Commission GPO Box 158 Canberra City ACT 2601 Or By email

		By Email Download the complaint form above in either MS Word or PDF format, complete and then scan and email to: human.rights@act.gov.au
TAS	http://www.healthcomplaints.tas.gov.au/ http://www.healthcomplaints.tas.gov.au/making_a_complaint/how_to_make_a_complaint	Phone: 1800 001 170 (free call in Tasmania) Email: health.complaints@ombudsman.tas.gov.au Street: Ground floor 99 Bathurst St, Hobart 7000 Post: GPO Box 960 Hobart 7001
NSW	http://www.hccc.nsw.gov.au/ http://www.hccc.nsw.gov.au/Complaints/How-To-Make-a-Complaint	Telephone (02) 9219 7444 Toll Free in NSW 1800 043 159 TTY service for the hearing impaired (02) 9219 7555 or contact the National Relay Service on 133 677 Fax (02) 9281 4585 Email hccc@hccc.nsw.gov.au Office address Level 13, 323 Castlereagh Street (corner of Hay St) SYDNEY NSW 2000 Post address Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012 Document exchange DX 11617 SYDNEY DOWNTOWN Interpreter service People who prefer a language other than English should contact the Commission through the Telephone Interpreter Service (TIS) on 131 450. Interpreters can be arranged by the Commission to discuss a complaint. How to contact the HCCC in 20 languages (PDF 316 KB)
NT	http://www.hcsc.nt.gov.au/ http://www.hcsc.nt.gov.au/complaints/	Toll Free Phone: 1800 004 474 Phone: (08) 8999 1969 Fax: (08) 8999 6067 E-mail: hcsc@nt.gov.au Street: 5th Floor, NT House 22 Mitchell Street DARWIN, NT 0800 Post: GPO Box 4409 DARWIN, NT 0801
WA	https://www.hadsco.wa.gov.au/home/ https://www.hadsco.wa.gov.au/	Complaints and enquiries line: (08) 6551 7600 Administration: (08) 6551 7620

	u/complaints/index.cfm	<p>Fax: (08) 6551 7630</p> <p>Country Free Call: 1800 813 583</p> <p>TTY: (08) 6551 7640</p> <p>Email: mail@hadsco.wa.gov.au</p> <p>Post: GPO Box B61 Perth WA 6838</p>
QLD	http://www.oho.qld.gov.au/ http://www.oho.qld.gov.au/health-consumers/how-to-make-a-health-service-complaint/	<p>Phone: 133 OHO (133 646)</p> <p>Email : Health service complaints: complaints@oho.qld.gov.au General enquiries or questions: info@oho.qld.gov.au</p> <p>Post: PO Box 13281 George Street Brisbane Qld 4003</p> <p>Fax : (07) 3319 6350</p> <p>Translating and interpreting service: If you need an interpreter, contact the Translating and Interpreting Service (TIS) on 131 450 and tell them:</p> <p style="padding-left: 40px;">the language you speak our name – Office of the Health Ombudsman our telephone number – 133 646.</p> <p>TIS will arrange an interpreter so you can talk with us. This is a free service.</p>
SA	http://www.hcsc.sa.gov.au/ http://www.hcsc.sa.gov.au/raise-a-direct-complaint/	<p>Phone: (08) 8226 8666</p> <p>Phone: 1800 232 007 (Toll free from Country SA landline)</p> <p>Fax: (08) 8226 8620</p> <p>Mail: PO Box 199 Rundle Mall SA 5000</p> <p>Street: Level 4, East Wing 50 Grenfell Street Adelaide SA 5000</p> <p>Interpreter Services: Please let us know which language you prefer and we will organise an interpreter.</p> <p>TTY users</p> <p>Metro</p> <p>Phone: 133 677 and then ask for (08) 8226 8666</p> <p>Country</p> <p>Phone: 1800 555 677 and then ask for 1800 232 007</p> <p>Speak and Listen users (speech-to-speech)</p> <p>Metro</p> <p>Phone: 1300 555 727 and then ask for (08) 8226 8666</p> <p>Country</p>

		Phone: 1800 555 727 and then ask for 1800 232 007 Internet Relay users connect to the National Relay Service (http://www.relayservice.com.au/ for details) Metro And then ask for (08) 8226 8666 Country And then ask for 1800 232 007

If you are like most people, you probably don't like to complain, but complaints about health services are very important.

They can identify areas for improvement, stop the same problems happening again and help to make health services better for everyone in Australia as well as help MAA Members continuously make improvements to their Professional Practice and client relationship building to build a service that is open, informative and transparent.

Each States Health Commissioners and Health Ombudsman work with healthcare consumers and health service providers to resolve complaints as quickly as possible.

Their service is independent, impartial and free.

What can I complain about?

You can make a complaint about any health service provider, or any aspect of a health service provided, anywhere in Australia.

A health service is any service that is, or claims to be, for maintaining, improving, restoring or managing health and wellbeing.

A health service provider can be an individual health practitioner or a health service organisation.

Individual health practitioners

- Registered health practitioners, such as: doctors, nurses, dentists, physiotherapists, chiropractors, occupational therapists, optometrists, osteopaths.
- Unregistered health practitioners, such as: nutritionists, massage therapists, naturopaths, homeopaths, dieticians, social workers, speech pathologists.

Health service organisations

- These can include public and private healthcare facilities, ambulance services, health education services, pharmacies, mental health services, community health services.

Your complaint can be about any aspect of a health service that you are not satisfied with, such as:

- your diagnosis or care
- sharing your information without permission
- inappropriate behaviour by a provider
- the quality of the health service provided
- how a provider has dealt with your complaint.