

- The Health Services Commissioner protects your Health Rights.
- We can help you get answers to your concerns about a health service.
- We are independent and impartial.
- Our services are strictly confidential.



Office of the Health Services Commissioner

Level 30
570 Bourke Street
Melbourne 3000

Ph: 8601 5222
Toll free: 1800 136 066
Fax: 8601 5219

Email: hsc@dhs.vic.gov.au
Website: www.health.vic.gov.au/hsc



Problem with a
health service or
the privacy of
your health
information?



Melanie Fraser
Aboriginal Liaison Officer

Level 30, 570 Bourke Street
Melbourne 3000

Ph: 8601 5217
Toll free: 1800 136 066
Fax: 8601 5219

Email: Melanie.D.Fraser@dhs.vic.gov.au
Website: www.health.vic.gov.au/hsc



Office of the
Health Services
Commissioner

The Commissioner & the Aboriginal Liaison Officer can help you with problems about:

- ▶ getting services and/or your health information
- ▶ unsatisfactory care
- ▶ communication issues
- ▶ lack of respect, dignity or privacy
- ▶ discrimination
- ▶ negligent or unprofessional behaviour

We can deal with matters involving:

- ▶ doctors
- ▶ specialists
- ▶ dentists
- ▶ public & private hospitals
- ▶ pharmacists
- ▶ community health services
- ▶ nurses
- ▶ counsellors
- ▶ natural therapists
- ▶ ambulances

Call us & we will:

- ▶ Listen
- ▶ Give you information & advice
- ▶ Help you get answers to your questions
- ▶ Conciliate formally or informally between the parties

Our service is free & confidential



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