**When I am worried about how I am being treated**

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|  | This easy read information sheet will help you if you are worried about how you are being treated in hospital.  It will tell you   * who you can talk to * how to make a complaint if you are not happy |
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|  | **Who you can talk to in hospital**  You can talk to <Insert appropriate person>.  You can <insert details how they can talk to them>. |
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|  | You can talk to <Insert appropriate person at hospital> if you are not happy with what <Insert appropriate person> says and does.  You can talk to <Insert appropriate person> by <insert details>. |
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|  | If you do not want to talk to hospital workers that is OK too.  You can talk to other people. |
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|  | You can also talk to   * your family * your friend * your support person |
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|  | **Official Visitors**  **Official Visitors** are people who visit the hospital.  Official Visitors make sure people in hospital are treated well.  Official Visitors do not work for the hospital.  You can tell an Official Visitor your ideas on how the hospital can treat you better.  You can make a **complaint** with the Official Visitor. |
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|  | A **complaint** is when you tell someone you are not happy with something. |
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|  | All complaints are **confidential**.  **Confidential** means information about you that people should not share with others.  This means only people who are dealing with the complaint will know about it. |
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|  | You can talk to an Official Visitor when they visit your hospital.  You do not have to talk to an Official Visitor if you do not want to.  You can ask someone you trust to tell the hospital workers you would like to talk to the Official Visitor.  This can be   * a family member * a friend * a support person |
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|  | You can leave a letter in the Official Visitors box.  The Official Visitors box is a locked box on the ward.  <Insert appropriate person> can show you where the Official Visitor box is.  Only Official Visitors can read the letters in this box. |
|  | If you want to talk to an Official Visitor you can also call **1800 208 218**.  This call does not cost money. |
|  | To write to an Official Visitor you can email  [**OfficialVisitorsProgram@health.nsw.gov.au**](mailto:%20OfficialVisitorsProgram@health.nsw.gov.au) |
|  | For more information about Official Visitors see the website  [**https://officialvisitorsmh.nsw.gov.au**](https://officialvisitorsmh.nsw.gov.au) |
|  | **Other ways you can make a complaint**  You can also make a complaint by talking or writing to other people. |
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|  | You can talk to <Insert appropriate person> when you want to make a complaint.  You can talk to <Insert appropriate person> by <**insert details e.g.**  **phone number in bold**>. |
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|  | You can make a complaint to < Insert appropriate person> when you are not happy with what <Insert appropriate person> says and does.  You can talk to <appropriate person> by  <**insert details e.g. phone number in bold**>. |
|  | If you do not want to make a complaint to hospital workers that is OK too.  You can make a complaint to other people. |
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| NSW Health Care Complaints Commission | You can contact the Health Care Complaints Commission when you do not want to talk to hospital workers.  You can also contact the Health Care Complaints Commission when you are not happy with what <Insert appropriate person> says and does. |
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|  | [You need to make complaints to the Health Care Complaints Commission in writing.](https://ecomplaints.hccc.nsw.gov.au/) |
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|  | You can ask someone you trust to help you write the complaint.  You can ask   * a family member * a friend * a support person |
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|  | The Health Care Complaints Commission can also help you write your complaint.  You can call them on **1800 043 159**.  This call does not cost money. |
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|  | You can fill in a form at this website [**https://ecomplaints.hccc.nsw.gov.au/**](https://ecomplaints.hccc.nsw.gov.au/). |
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|  | You can also send the complaint in writing to  **Health Care Complaints Commission Locked Mail Bag 18 STRAWBERRY HILLS NSW 2012** |
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|  | Or by email to  [**hccc@hccc.nsw.gov.au**](mailto:hccc@hccc.nsw.gov.au)  For more information you can visit the Health Care Complaints Commission website at  [**www.hccc.nsw.gov.au**](http://www.hccc.nsw.gov.au) |
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|  | You can ask someone you trust to make a complaint for you.  This could be   * a family member * a friend * a support person * a hospital worker |
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|  | There is a list of what some **words** mean in this information sheet [**here**](https://www.3dn.unsw.edu.au/sites/default/files/documents/3DN_Wordlist_ERv1.pdf)or go to[**www.3dn.unsw.edu.au/projects/easyread**](http://www.3dn.unsw.edu.au/projects/easyread) |

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**Authors**

Janelle Weise1, Bronwyn Newman1, Claire Eagleson1, Karen Fisher2, and Julian Trollor1.

1Department of Developmental Disability Neuropsychiatry, School of Psychiatry, Faculty of Medicine, UNSW Sydney

2Social Policy Research Centre, Faculty of Artsand Social Sciences, UNSW Sydney

This information sheet is part of a series of easy read resources explaining

* how people can access public mental health services in New South Wales and
* what they can expect.

For information on how to support people to use easy read see [**Making mental health information accessible for people with intellectual disability****– A Toolkit**](https://www.3dn.unsw.edu.au/sites/default/files/documents/3DN_AccessibleInformation_Toolkit_ERv1.pdf)

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