

Preliminaries

1.

This section provides a brief introduction to our annual report, including our statement of compliance and our contact details.

Statement of Compliance



Government of **Western Australia**
Health and Disability Services Complaints Office

HON DR KIM HAMES MLA
MINISTER FOR HEALTH

In accordance with section 63 of the *Financial Management Act 2006*, I hereby submit for your information and presentation to Parliament, the Annual Report of the Health and Disability Services Complaints Office (HaDSCO) for the financial year ended 30 June 2015.

This report has been prepared in accordance with the following provisions:

Auditor General Act 2006
Carers Recognition Act 2004
Disability Services Act 1993
Electoral Act 1907
Equal Opportunity Act 1984
Financial Management Act 2006
Freedom of Information Act 1992
Health and Disability Services (Complaints) Act 1995
Industrial Relations Act 1979
Mental Health Act 2014
Occupational Safety and Health Act 1984
Public Sector Management Act 1994
Salaries and Allowances Act 1975
State Records Act 2000
State Supply Commission Act 1991
Government and Ministerial Annual Reporting Policies

A handwritten signature in black ink, reading 'Linley Anne Donaldson'.

Linley Anne Donaldson
DIRECTOR

9 September 2015

About this report

Welcome to the Health and Disability Services Complaints Office (HaDSCO) 2014–15 Annual Report. The report provides an overview of the work led by the Office and how we have contributed to the improvement of health, disability and mental health services in Western Australia.

The report is structured around five key performance areas encompassing our role in system improvement, empowerment and education, quality complaints management, building staff capacity and effective resource management.

Contact details

Useful numbers

- Complaints and enquiries: (08) 6551 7600
- Country free call: 1800 813 583
- TTY (for people with voice or hearing impairment): (08) 6551 7640
- Reception: (08) 6551 7620
- Fax: (08) 6551 7630

Location

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Email
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Website
www.hadsco.wa.gov.au



Online engagement site
www.collaborateandlearn.hadsco.wa.gov.au

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