

## About this report

Welcome to the Health and Disability Services Complaints Office (HaDSCO)   
2015-16 Annual Report. The report provides an overview of the work undertaken by the Office including how we have contributed to the improvement of health, disability and mental health services in Western Australia in this reporting year.

This report has been prepared in accordance with the Western Australian Public Sector Annual Reporting Framework, as well as our Disability Access and Inclusion Plan (DAIP). It was created using in-house staff resources.

The report is available in printable and electronic viewing formats to optimise accessibility and ease of navigation. It is downloadable from our website www.hadsco.wa.gov.au. On request, this report can be made available in alternative formats to meet the needs of people with visual impairment. Such requests should be directed to the Communications and Engagement Manager on (08) 6551 7620 or [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au)

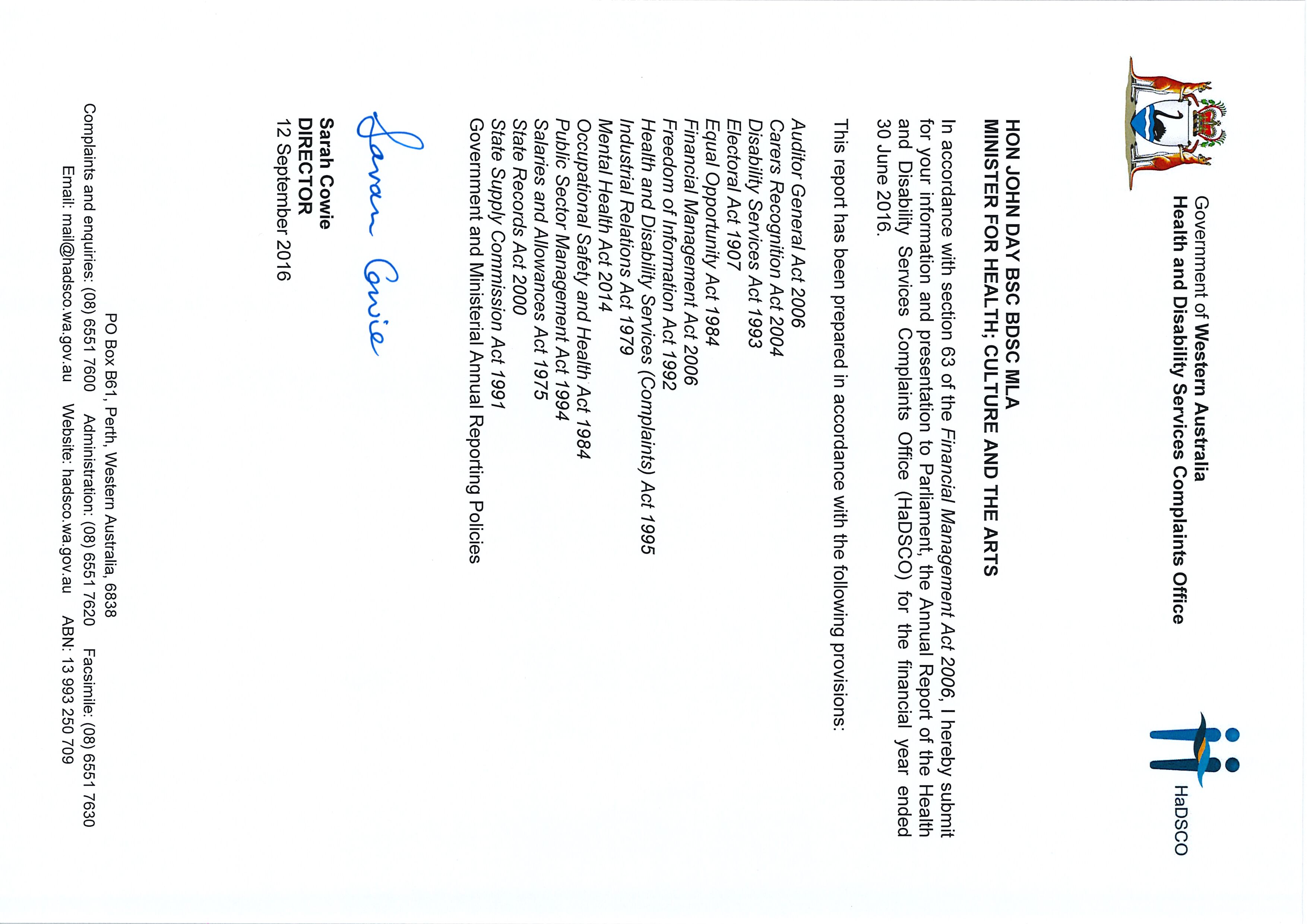
Requests to reproduce any content from this report should be directed to the Communications and Engagement Manager on (08) 6551 7620 or [mail@hadsco.wa.gov.au](mailto:mail@hadsco.wa.gov.au). When reproduced, content must not be altered in any way and acknowledgements must be appropriately made.

# Preliminaries

In this section we provide a brief introduction to our 2015-16 Annual Report.

.

## Statement of compliance



Contact details

## Contents

[About this report 2](#_Toc461439764)

[1. Preliminaries 3](#_Toc461439765)

[1.1. Statement of compliance 4](#_Toc461439766)

[1.2. Contents 6](#_Toc461439767)

[2. Office overview 9](#_Toc461439768)

[2.1. From the HaDSCO Director 10](#_Toc461439769)

[2.2. Our performance at a glance 12](#_Toc461439770)

[2.3. Who we are 14](#_Toc461439771)

[2.4. Our services 14](#_Toc461439772)

[2.5. Our vision 15](#_Toc461439773)

[2.6. Our values 15](#_Toc461439774)

[2.7. Our strategic plan 16](#_Toc461439775)

[2.8. Performance Management Framework 17](#_Toc461439776)

[2.9. Working with legislation 18](#_Toc461439777)

[2.10. Organisational structure as at 30 June 2016 20](#_Toc461439778)

[3. Office performance 22](#_Toc461439779)

[3.1. Service one – Assessment, negotiated settlement, conciliation and investigation of complaints 23](#_Toc461439780)

[Overview of HaDSCO complaints received and closed 23](#_Toc461439781)

[Complaints lodged from the Indian Ocean Territories 24](#_Toc461439782)

[Consultation with AHPRA about complaints 24](#_Toc461439783)

[Our complaints management process 25](#_Toc461439784)

[The outcomes we achieve 27](#_Toc461439785)

[Our case studies 29](#_Toc461439786)

[Complaints data 29](#_Toc461439787)

[Complaints about Health Services 30](#_Toc461439788)

[Complaints about Disability Services 36](#_Toc461439789)

[Complaints about Mental Health Services 45](#_Toc461439790)

[3.2. Service two – Education and training in the prevention and resolution of complaints 51](#_Toc461439791)

[Stakeholder Engagement Strategy 51](#_Toc461439792)

[Understanding community perspectives 52](#_Toc461439793)

[Promoting system improvements through collaboration and partnerships 53](#_Toc461439794)

[Sharing what we have learned from complaints 55](#_Toc461439795)

[Keeping our stakeholders well informed 58](#_Toc461439796)

[Providing a service for all Western Australians 60](#_Toc461439797)

[4. Significant issues impacting the Office 62](#_Toc461439798)

[4.1. New legislation – Mental Health Act 2014 63](#_Toc461439799)

[4.2. The National Code of Conduct for health care workers 63](#_Toc461439800)

[4.4. Managing complaints about registered health practitioners 64](#_Toc461439801)

[4.5. Managing complaints about disability services 64](#_Toc461439802)

[4.3. Review of legislation 64](#_Toc461439803)

[4.6. New strategic plan 65](#_Toc461439804)

[4.7. Providing access to our services 65](#_Toc461439805)

[5. Disclosures and legal compliance 66](#_Toc461439806)

[5.1. Financial statements 67](#_Toc461439807)

[Independent Auditor’s Report 67](#_Toc461439808)

[Certification of Financial Statements 70](#_Toc461439809)

[Statement of Comprehensive Income 71](#_Toc461439810)

[Statement of Financial Position 72](#_Toc461439811)

[Statement of Changes in Equity 73](#_Toc461439812)

[Statement of Cash Flows 74](#_Toc461439813)

[Notes to the Financial Statements 75](#_Toc461439814)

[5.2. Estimates of expenditure S40 *Financial Management Act 2006* 92](#_Toc461439815)

[5.3. Key Performance Indicators 95](#_Toc461439816)

[Certification of Key Performance Indicators 95](#_Toc461439817)

[Our Key Performance Indicators 96](#_Toc461439818)

[5.4. Ministerial directives 101](#_Toc461439819)

[5.5. Other financial disclosures 101](#_Toc461439820)

[Pricing policy of services 101](#_Toc461439821)

[Capital works 101](#_Toc461439822)

[Employment and Industrial Relations 101](#_Toc461439823)

[Purchasing cards 102](#_Toc461439824)

[5.6. Governance disclosures 103](#_Toc461439825)

[Shares in Statutory Authorities 103](#_Toc461439826)

[Shares in subsidiary bodies 103](#_Toc461439827)

[Interests in contracts by senior officers 103](#_Toc461439828)

[Benefits to senior officers through contracts 103](#_Toc461439829)

[5.7. Other legal requirements 103](#_Toc461439830)

[Insurance paid to indemnify directors 103](#_Toc461439831)

[Advertising 103](#_Toc461439832)

[Compliance with Public Sector Standards 104](#_Toc461439833)

[Freedom of information procedures and access arrangements 105](#_Toc461439834)

[Record keeping plans 110](#_Toc461439835)

[Disability access and inclusion plan 110](#_Toc461439836)

[5.8. Government policy requirements 111](#_Toc461439837)

[Occupational Safety and Health 111](#_Toc461439838)

[Risk management 112](#_Toc461439839)

[Substantive equality 112](#_Toc461439840)

[Workforce and diversity plan 113](#_Toc461439841)

[6. Appendices 114](#_Toc461439842)

[6.1. Health providers prescribed under s75 of the *Health and Disability Services (Complaints) Act 1995* 115](#_Toc461439843)

[6.2. Disability providers who are prescribed under S48A of the *Disability Services Act 1993* 116](#_Toc461439844)

[6.3. AHPRA register of national boards and professionals 117](#_Toc461439845)