

## I am not happy with the service



This information is about what you can do if you are not happy with your service.

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## What you can do if you do not feel comfortable with a mental health worker



**Mental health workers** are people who work to help you with your mental health.



It is OK if you are not happy with your mental health worker.

There are things you can do.



It is important to be able to communicate to your health workers.



To **communicate** is how you understand and share your feelings or information.



Health workers need to listen to and understand you.

You need to understand them.



It can take time to communicate well with a mental health worker.



You may not feel like you can communicate with your mental health worker if

- You do not feel comfortable when you are with them



- You do not like them

You may also not feel like you can communicate with your mental health worker if



- You do not think your mental health worker knows enough to help you



If you cannot communicate with your mental health worker it is OK to let them know.

If you cannot find a way to work together you can decide not to see them again.



It is OK to find another mental health worker.



To find another mental health worker

- Go to **<https://www.idmhconnect.health/where-start-get-help/ER>**

Ask someone you trust to help you



There are many people you might trust.

For more information about who you might trust go to **<https://www.idmhconnect.health/someone-trust>**

## What you can do if health workers are hard to understand



Some mental health workers can be hard to understand.

A mental health worker might use big words.

They might talk about things you do not understand.



It is important that you understand what your mental health worker is telling you.

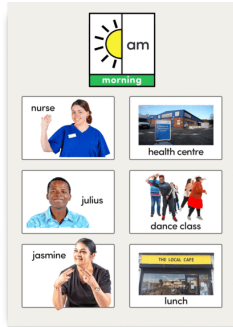
If you do not understand what the mental health worker is saying let them know.



You can tell your mental health worker how you want information given to you.



You can ask them to write the information down.



You might also tell your mental health worker that you understand better using pictures.



You can ask for the information in simple words.

## Making a complaint



You can make a complaint if you have a problem with your mental health worker or service.

A **complaint** is when you let someone know you are not happy with someone.



All complaints are confidential.

**Confidentiality** means that information about you must not be shared with others unless you say that it is OK to share.



Anything you make a complaint about will be kept confidential unless there is a good reason to share information such as

- You say it is OK
- You or other people are in danger
- The law says they must





It does not cost anything to make a complaint.



You will not get in trouble for making a complaint.



You might make a complaint because you do not feel you are getting the right help.



You might also make a complaint because you are worried about the way the mental health workers treat you.



If it feels OK communicate with your mental health worker first.



It is OK if you do not want to communicate with your mental health worker.



You can complain to your mental health workers boss.



If you are not happy with what they say you can make a complaint to other people.



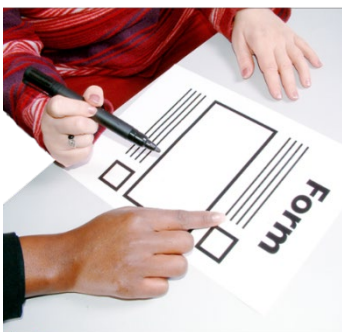
If it is a NSW Health hospital mental health service you can

- Complain to the hospital



- Contact the hospital complaints officer

The **hospital complaints officer** is a person who helps you to make a complaint.



- Make a complaint with the Health Care Complaints Commission.

The **Health Care Complaints Commission** is a government service that looks into complaints people make about their health care.

If you are not happy about a private mental health worker you can



- Let the boss of the service know
- Make a complaint with the Health Care Complaints Commission

You need to make a complaint to the Health Care Complaints Commission in writing.



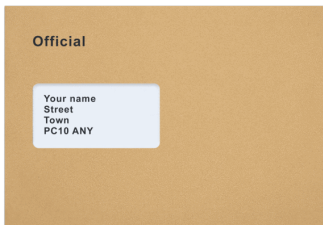
If you need support to write a complaint you can ask someone you trust.



You can also ask the Health Care Complaints Commission for help.

To contact the Health Care Complaints Commission you can

- Call **1800 043 159**
- Go to **<https://www.hccc.nsw.gov.au/Contact-us/online-inquiry-form>**
- Fill in an online complaints form **<https://ecomplaints.hccc.nsw.gov.au/>**



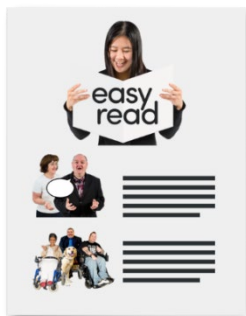
- Send a letter to  
**Health Care Complaints Commission**  
**Locked Mail Bag 18**  
**STRAWBERRY HILLS NSW 2012**



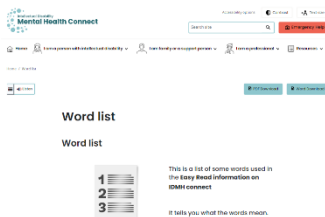
- Email **[hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)**



For more information about the Health Care Complaints Commission go to <https://www.hccc.nsw.gov.au/>



To find out more about making complaints go to [https://www.3dn.unsw.edu.au/sites/default/files/documents/3DN\\_Complaints\\_MentalHealth\\_ERv1.pdf](https://www.3dn.unsw.edu.au/sites/default/files/documents/3DN_Complaints_MentalHealth_ERv1.pdf)



There are some tricky words in this Easy Read sheet.

For more information about these words go to <https://www.idmhconnect.health/word-list>



## Who wrote this Easy Read

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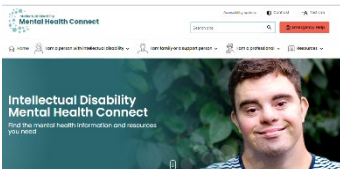
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Also known as 3DN.

For more information about who wrote this Easy Read go to <https://idmhconnect.health/who-wrote-easy-read>



The Council for Intellectual Disability reviewed this Easy Read sheet.



The information in this Easy Read sheet is from the <https://idmhconnect.health/> website

For information on how to support people to use Easy Read go to [https://www.3dn.unsw.edu.au/professionals\\_toolkit](https://www.3dn.unsw.edu.au/professionals_toolkit)



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Neuropsychiatry UNSW Sydney 25.02.2023 v2

No changes can be made without asking the people who wrote this sheet.