Help us to help you quickly!

Raise your concerns with the senior staff of the health service so that matters can be resolved early.

If you are a hospital patient this is the senior nurse.

If you are receiving community based services, please speak with the Care Coordinator or the Team Leader.

Alternatively, please contact the Consumer Feedback Coordinator on 1800 749 188.

Unhappy with the response?

It is always best to try and resolve any concerns with your local service, but if believe your complaint has not been suitably addressed, you can contact any of the below:

Consumer Feedback Coordinator, Yorke and **Northern Local Health Network**

PO Box 546. PORT PIRIE SA 5540

Telephone: 1800 749 188 (Monday-Friday 9am-4pm) Email: Health.YNLHNConsumerFeedback@sa.gov.au

The Health and Community Services Complaints Commissioner (HCSCC)

Telephone: (08) 8226 8666 Country callers: 1800 232 007

www.hcscc.sa.gov.au

Aged Care Quality and Safety Commission

(For Aged Care related complaints)

Telephone: 1800 951 822

https://www.agedcarequality.gov.au/

National Disability Insurance Scheme (NDIS) Quality and Safeguards Commission

(for NDIS complaints)

Telephone: 1800 035 544 TTY 133 677

https://www.ndiscommission.gov.au/about/complaints

NDIS Advocacy Services

https://disabilityadvocacyfinder.dss.gov.au/disability/ndap/

Privacy

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REMOVE AND KEEP

THIS SECTION FOR

USEFUL CONTACT DETAILS

Everyone who works and volunteers for Local Health Networks must keep information private under federal law. Staff and volunteers must also follow the SA Health Privacy Policy Directive.

You can find the Policy Directive (2019) at www.sahealth.sa.gov.au and search for SA Health Privacy Policy Directive.

Office of the Australian Information Commissioner (OAIC)

GPO Box 5218 Sydney NSW 2001

Phone enquiries: 1300 363 992

https://www.oaic.gov.au/

Thank you for your feedback.

Your compliments, complaints and suggestions help us to continue to improve our services and provide safe, high quality health care.

For more information

Consumer Feedback Coordinator

Yorke and Northern Local Health Network

PO Box 546, Port Pirie SA 5540

Telephone: 1800 749 188

sahealth.sa.gov.au/yorkeandnorthernIhn



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Consumer Feedback Form

Have your say, your feedback matters.



Place tick

What feedback would you like to give?

□ Compliment □ Complaint □ Suggestion							
What health service did you visit?							
Name of the health unit/service:							
Date of service / admission:							
What would you like to tell us?							
Add extra pages if required							
Add Calla Pages II Tequiled							

What would you like to happen as a result of your feedback?

Nould you like a response to your feedback? ☐ Yes ☐ No
f yes, provide your preferred method of contact: ☐ Telephone ☐ Email ☐ Letter ☐ Other:
Name: Address:
Phone: Email: Foday's Date:
f you are not the patient: Patient Name: Patient Date of Birth: Patient Address:
Demographics - The following is optional:
Please tick if any of the following apply:

Please tick if any of the following apply:						
Do you require an interpreter		Yes		No		
Language:						
Hearing impaired		Yes		No		
Aboriginal or Torres Strait Islander		Yes		No		
LGBTQI		Yes		No		
Aged Care		Yes		No		
Mental Health		Yes		No		
DVA		Yes		No		
NDIS		Yes		No		

How do I provide feedback?

- Give this feedback form to a staff member, or
- Place the feedback form in the Feedback Collection Box at your local health unit, or
- Contact the Consumer Feedback Coordinator via the options below:

Post: Yorke and Northern Local Health Network PO Box 546 PORT PIRIE SA 5540

Phone: 1800 749 188 (Monday-Friday 9am – 4pm)

Email: Health.YNLHNConsumerFeedback@sa.gov.au

Or scan the QR Code below



When will I hear from you?

If you have provided us with your contact details, YNLHN will contact you as soon as possible, noting that some issues may take up to 35 working days.

If you have not heard from us, please contact the Consumer Feedback Coordinator: 1800 749 188. Or email: Health.YNLHNConsumerFeedback@sa.gov.au

Complaints regarding another person

We cannot give you any information about the treatment or care of another person without their consent.

Please contact the Consumer Feedback Coordinator for advice and to access a Patient Authority Form.

X