

Providing feedback – your voice can make a difference!

We want to hear from you

The Mental Health Clinical Program is committed to working with consumers and carers to provide safe, high quality services.

Feedback about consumer and carer experiences provides valuable information about what we are doing well, and where we can do things better. So please let us know what you think, because we really value your opinion.

Your rights and responsibilities

You can expect our staff to:

- > introduce themselves and advise you of their role in your care
- > treat you with dignity and respect
- > reply appropriately to any concerns or queries
- > involve you and/or your family member/carer in your care planning
- > inform you when they liaise with other health workers to provide continuity of care
- > provide you with appropriate access to interpreters
- > discuss the available treatment options with you
- > keep your personal information confidential and respect your privacy
- > support and help you to manage your own health and wellbeing.

You can help us to provide the best possible care by:

- > providing us with your medical details (including any problems you may have had before, in particular any allergies or medications you are taking)
- > asking for more information if you don't understand something we have explained

- > cooperating with any treatment that you have agreed to (such as following directions and reporting any change in your condition)
- > asking for a suitable interpreter so you have a full and clear explanation of your treatment
- > treating all staff, consumers and visitors with respect
- > letting staff know where you are at all times so that they can arrange your care suitably
- > if you are an inpatient, negotiating and leave with staff.

What about legislation?

Various pieces of legislation (such as the *Mental Health Act*, the *Criminal Law Consolidation Act* and the *Guardianship and Administration Act*) can modify your rights. In these instances, some decisions regarding your care, the range of treatments available and confidentiality may be made on your behalf.

Information about appealing legal orders is available from staff.

Your Experience of Service (YES) survey

The YES survey was developed in conjunction with consumers and mental health services to provide a comprehensive consumer and carer feedback instrument. The survey is securely delivered via iPad computers. Survey access is facilitated by the Lived Experience Workforce or Allied Health delegate at each service location. You can ask to complete this survey at any time.

Making a complaint

If you are unhappy with the care you are receiving, you have the right to provide negative feedback and feel confident to do so.

If you feel that something is not right, please let our staff know in the first instance. You can do this by asking to speak to a senior staff member directly, or by arranging for a family member or friend to voice your complaint.

Alternatively, you may prefer to have the assistance of a formal or informal advocate. If we know about your concerns early, experience tells us that we can most likely address the problem quickly and to everyone's satisfaction.

What is an advocate?

An **informal advocate** is someone of your choice who you have asked to assist you in an informal capacity during your contacts with the Mental Health Clinical Program.

For example, your advocate may help you arrange a meeting, attend an interview with you or provide general support. Your informal advocate may be a carer, a family member or a support person.

A **formal advocate** is a person or an agency you chose to act on your behalf in a formal capacity. You may wish to contact one of the following agencies:

Office of the Public Advocate

Telephone: (08) 8342 8200

Toll free: 1800 066 969 (country)

Disability Advocacy and Complaints Service

Telephone: (08) 8297 3500

Toll free: 1800 088 325 (country)

Disability Rights Advocacy Service (for people from non-English speaking backgrounds)

Telephone: (08) 8351 9500

Toll free: 1800 816 720 (country)

What if I do not feel that my complaint has been resolved?

If you do not feel that your complaint has been resolved, you should then contact our **Consumer Advisor** – a senior member of our team who is trained to help you with any concerns. Your comments/feedback will be treated sensitively and confidentially, and you may wish to remain anonymous.

You can contact the Consumer Advisor in writing, by phone or via email during office hours. See the back of this flyer for contact information.

Mental Health Clinical Program

Feedback Form

All consumers will have opportunity to provide feedback. Everyone we have contact with is important to us, and we value your feedback. Please take a moment to record your thoughts in writing.

Name (optional):

Contact details (optional)

Daytime telephone:

Mobile telephone:

Email address:

Date:

Your comments:

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Please give this feedback to your service provider or mail directly to the Consumer Advisor at the address overleaf.

What will the Consumer Advisor do?

All complaints made to the Consumer Advisor will be investigated in a timely manner that balances the rights of consumers, carers and staff. Any information you provide will be handled with sensitivity, and you will receive as much information as possible about the resolution of your complaint. Where complaints are complex, you will be kept informed of progress.

If you are still not satisfied with our response to a complaint, you should then contact the **Health and Community Services Complaints Commissioner** (available Monday to Friday 9.00am-5.00pm) on (08) 8226 8666, 1800 232 007 (free for country callers) or fill out the complaint form online at www.hcscs.sa.gov.au.

In the event of a mental health emergency, please contact the Mental Health Triage Service on 13 14 65 for urgent assistance.

For more information

Consumer Advisor
Mental Health Clinical Program
Central Adelaide Local Health Network
PO Box 17
Fullarton SA 5063
Telephone: (08) 7074 1377
Email: rah.consumeradviser@sa.gov.au

Non-English speaking: for information in languages other than English, call the interpreting and Translating Centre and ask them to call The Department of Health.

This service is available at no cost to you, contact (08) 8226 1990.

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