

Tool 7

How to report an incident or complaint on inability to provide same gender accommodation

All incidents and/or complaints where same gender accommodation is not available should be recorded in the Safety Learning System Incident Management Module and Consumer Feedback Module.

Reporting incident:

All incidents where same gender accommodation is not available must be recorded in the Safety Learning System Incidents Module and classified as:

Level	Description
Level 1	Access, appointment, admission, transfer, discharge
Level 2	Admission
Level 3	Admission to mixed gender accommodation

Reporting consumer feedback (complaint)

All consumer feedback or complaints where same gender accommodation is not available must be recorded into the Safety Learning System Consumer Feedback module and classified as:

Complaint	Complaint sub-category
Access	Admission to mixed gender accommodation

Refer to the [SA Health Consumer Feedback Management Policy Directive](#) and [SA Health Consumer Feedback Management Toolkit](#).

Audit tools have been developed for health care services to actively support patients' privacy and dignity.

Refer to the [Same Gender Accommodation](#) Tool 12 – Appendix 5:

- Audit tool for Local Health Networks commitment
- Audit tool for physical environments
- Audit tool for individual staff
- Action plan
- Ward snapshot self-assessment audit tool

For more information

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