

YOUR FEEDBACK IS IMPORTANT

We encourage patients, consumers, families, carers and the community to provide us with feedback.

We want to hear what is good, what is bad and what we can do to make the health care services better.

Consumer feedback and raising concerns provide an opportunity to observe the quality of health care from the view point of all patients and consumers. Your feedback assists in making improvements to the quality of health services.

In the first instance, please talk to a staff member at the point of care.

If you feel your feedback or concern has not been resolved, a list of health site contacts and telephone numbers is provided on the next page.

Step 1

Talk to a staff member

If you would like to provide feedback or raise a concern, please talk to a staff member looking after you or your loved one.

Step 2

Contact the Consumer or Patient Adviser

If you feel that your feedback or concern has not been resolved, you can contact the Consumer or Patient Adviser at the health care service.
(See next page)

Step 3

Seek an independent opinion

If you are not happy with the health care service response to your feedback or concerns, you can contact the Health and Community Services Complaints Commissioner on (08) 8226 8666 or 1800 232 007 (Toll free Country SA landline).

Contacts for health sites

Central Adelaide Local Health Network (CALHN)

Royal Adelaide Hospital • Hampstead Rehabilitation Centre • The Queen Elizabeth Hospital
• CALHN Mental Health Directorate • St Margaret's Rehabilitation Centre

Telephone: 7074 1377 Email: HealthCALHNConsumerExperience@sa.gov.au

BreastScreen SA State Coordination Unit

Telephone: 8274 7100 Email: bssaenquiries@health.sa.gov.au

Deaf, hearing impaired or speech impaired

TTY users: 133 677 then ask for 13 20 50

Speak and Listen users: 1300 555 727 then ask for 13 20 50

SA Dental (SAD)

Telephone: 7117 0052 Email: HealthSADSPublic@sa.gov.au

SA Pathology

Telephone: 8222 3830 Email: Health.SAPathConsumerfeedback@sa.gov.au

Northern Adelaide Local Health Network (NALHN)

Lyell McEwin Hospital • Modbury Hospital • Aboriginal Health Services • GP Plus
• Northern Mental Health Services

Telephone: 1300 013 988 Email: NALHNCAS@sa.gov.au

Southern Adelaide Local Health Network (SALHN)

Flinders Medical Centre • Noarlunga Hospital • Repat Health Precinct
• Mental Health Services • Intermediate Care Services & Aboriginal Health

Telephone: 8204 5433 Email: HealthSALHNConsumerAdvisory@sa.gov.au

Women's and Children's Health Network (WCHN)

Women's and Children's Hospital • Child and Family Health Service (CaFHS) • Child and
Adolescent Mental Health (CAMHS) • Youth Women's Safety and Wellbeing Services

Telephone: 8161 6710 Email: HealthWCHNConsumerFeedback@sa.gov.au

Drug and Alcohol Service (DASSA)

Telephone: 0466 480 811 Email: HealthDASSAGeneral@sa.gov.au

SA Ambulance Service (SAAS)

Telephone: 1300 136 272 Email: healthsaascustomerfeedback@sa.gov.au

Regional Local Health Networks

Barossa Hills Fleurieu Local Health Network (BHFLHN)

Mental Health Services: 7425 6100 Health.RRIPUGeneric@sa.gov.au		Barossa Hills Fleurieu Local Health Network Health.BHFLHNQualityTeam@sa.gov.au	
Country Health Connect	8393 1833	Kangaroo Island Health Service	8553 4200
Angaston District Hospital	8563 8500	Kapunda Hospital Kapunda Homes	8566 0200 8566 2260
Eudunda Hospital Eudunda Hostel	8581 1404 8581 1174	Mount Barker District Soldiers Memorial Hospital	8393 1777
Gawler Health Service	8521 2000	Mount Pleasant Hospital	8568 0000
Southern Fleurieu Health Service	8552 0500	Tanunda War Memorial Hospital	8563 2398
Strathalbyn and District Health Service	8536 5333	Gumeracha District Soldiers Memorial Hospital	8209 9200

Eyre and Far North Local Health Network (EFNLHN)

Amata Family Wellbeing Centre • Ceduna Hospital and Health Service • Cleve Hospital and Crestview Hostel • Coober Pedy Hospital • Country Health Connect • Cowell Hospital and Franklin Harbour Village Hostel • Cummins and District Memorial Hospital and Miroma Place Hostel • Elliston Hospital and Pines Hostel • Kimba Hospital and Pioneer Village Hostel • Lock Health Centre • Mental Health Services • Mid Eyre Medical Practice Kimba • Oodnadatta Health Service • Port Lincoln Hospital and Health Service • Streaky Bay Hospital and Elmhaven Hostel • Tumby Bay Hospital and Uringa Hostel • Wudinna Hospital and Trudinger Residence

Telephone: 0401 772 141

Email: Health.EFNConsumerFeedback@sa.gov.au

Flinders and Upper North Local Health Network (FUNLHN)



Country Health Connect • Hawker Memorial Hospital • Leigh Creek Health Services • Port Augusta Hospital and Regional Health Service • Quorn Health Service • Mental Health Services • Roxby Downs Health Service • Whyalla Hospital and Health Service

Telephone: 8668 7583

Email: Health.FUNOCEOCorrespondence@sa.gov.au

or via [FUNLHN Online Consumer Feedback Form](#)

Limestone Coast Local Health Network (LCLHN)

Country Health Connect	8721 1320 PO Box 267 Mount Gambier SA 5290	Bordertown	8752 9000 PO Box 196 Bordertown SA 5268
Mount Gambier	8721 1200 PO Box 267 Mount Gambier SA 5290	Kingston	8767 0222 Young Street Kingston SE SA 5275
Millicent	8733 0100 PO Box 93 Millicent SA 5280	Penola	8737 2311 18 Church Street Penola SA 5277
Naracoorte	8762 8100 PO Box 366 Naracoorte SA 5271	Limestone Coast LHN	Health.LimestoneCoast@sa.gov.au
Hospital or Country Health Connect feedback visit: www.bit.ly/LCLHNConsumerFeedback 		Aged Care feedback visit: www.bit.ly/LCLHNAgedCareFeedback 	
or scan the QR Code		or scan the QR Code	

Riverland Mallee Coorong Local Health Network (RMCLHN)

Barmera Health Service • Country Health Connect • Karoonda and Districts Soldiers Memorial Hospital • Lameroo District Health Service • Loxton Hospital Complex • Mannum District Hospital • Meningie and Districts Hospital and Health Services • Murray Bridge Soldiers Memorial Hospital • Pinnaroo Soldiers Memorial Hospital • Renmark Paringa District Hospital • Riverland General Hospital (located in Berri) • Tailem Bend District Hospital • Waikerie Health Service

Telephone: 8580 2400

Email: health.RMCLHNConsumers@sa.gov.au

Yorke and Northern Local Health Network (YNLHN)

Balaklava Soldiers Memorial Hospital • Booleroo Centre and Districts Hospital and Health Services • Booleroo Medical Centre • Burra Hospital • Central Yorke Peninsula (Maitland) Hospital • Clare Hospital • Crystal Brook and District Hospital • Gladstone Health Centre • Jamestown Hospital and Health Service • Laura District Hospital • Melaleuca Court Nursing Home (Minalton) • Wallaroo Hospital and Health Service • Orroroo and District Health Service • Peterborough Soldiers Memorial Hospital • Port Broughton and District Hospital and Health Service • Port Pirie Regional Health Service • Riverton District Soldiers Memorial Hospital • Snowtown Hospital • Southern Yorke Peninsula (Yorketown) Health Services • Yorke and Northern Country Health Connect • Yorke and Northern Mental Health Services

Telephone: 0435 963 967

Email: Health.YNLHNConsumerFeedback@sa.gov.au

Updated: September 2022

For more information

Clinical Governance Unit
Telephone: 08 8226 2567

www.sahealth.sa.gov.au/safetyandquality

OFFICIAL



<https://creativecommons.org/licenses/>



This document has been reviewed and endorsed by SQAG* for consumers and the community October 2020.

* SA Health Safety and Quality Community Advisory Group