

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.hcsc.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

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/yorkeandnorthernlhn

 Follow us at: facebook.com/YNLHN



This document has been reviewed and endorsed by Yorke and Northern Local Health Network consumers and the community.



Health
Yorke and Northern
Local Health Network



REMOVE AND KEEP THIS SECTION FOR USEFUL CONTACT DETAILS



Speak to someone



Write it down



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Consumer Feedback Form

Have your say, your feedback matters.

