

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 our health care services better.

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

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 Advisor

If you feel that your feedback or concern has not been resolved, you can contact the Consumer or Patient Advisor 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).

NDIS Complaints (www.ndis.gov.au/contact) and Aged Care Quality & Safety Commission (www.agedcarequality.gov.au).

CONTACTS FOR HEALTH SITES

Central Adelaide Local Health Network (CALHN)

Royal Adelaide Hospital • Hampstead Rehabilitation Centre • The Queen Elizabeth Hospital
• CALHN Mental Health Directorate • Hospital Avoidance Supported Discharge Service
• Repat Health Precinct

T: (08) 7074 1377 E: HealthCALHNConsumerExperience@sa.gov.au

BreastScreen SA State Coordination Unit

T: 13 20 50 E: HelloBSSA@sa.gov.au

SA Dental

T: (08) 7117 0052 E: HealthSADSPublic@sa.gov.au

SA Pathology

T: (08) 8222 3830 E: 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

T: 1300 013 988 E: 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

T: (08) 8204 5433 E: HealthSALHNConsumerAdvisory@sa.gov.au

Or scan the QR Code:



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 Service (CAMHS) • Health and Recovery, Trauma Safety
Services (HaRTSS)

T: (08) 8161 6710 E: HealthWCHNConsumerFeedback@sa.gov.au

[Online feedback form](#)

Drug and Alcohol Services SA (DASSA)


T: 7425 5095 E: HealthDASSAGeneral@sa.gov.au

SA Ambulance Service (SAAS)

T: 1300 136 272 E: healthsaascustomerfeedback@sa.gov.au

REGIONAL LOCAL HEALTH NETWORKS

Barossa Hills Fleurieu Local Health Network (BHFLHN)

Mental Health Services E: Health.RRIPUGeneric@sa.gov.au T: (08) 7425 6100	Barossa Hills Fleurieu Local Health Network E: Health.BHFLHNQualityTeam@sa.gov.au
Country Health Connect T: (08) 8393 1833	Kangaroo Island Health Service T: (08) 8553 4200
Angaston District Hospital T: (08) 8563 8500	Kapunda Hospital T: (08) 8566 0200 Kapunda Homes T: (08) 8566 2260
Eudunda Hospital T: (08) 8581 1404 Eudunda Hostel T: (08) 8581 1174	Mount Barker District Soldiers Memorial Hospital T: (08) 8393 1777
Gawler Health Service T: (08) 8521 2000	Mount Pleasant Hospital T: (08) 8568 0000
Southern Fleurieu Health Service T: (08) 8552 0500	Tanunda War Memorial Hospital T: (08) 8563 2398
Strathalbyn and District Health Service T: (08) 8536 5333	Gumeracha District Soldiers Memorial Hospital T: (08) 8209 9200
Or scan the QR Code: 	

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

T: 0401 772 141

E: 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

T: (08) 8668 7583

E: Health.FUNOCEOCorrespondence@sa.gov.au

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

Or scan the QR Code:



Limestone Coast Local Health Network (LCLHN)

Consumer Advisor: 1800 319 753

Country Health Connect	T: (08) 8721 1320 PO Box 267 Mount Gambier SA 5290	Bordertown	T: (08) 8752 9000 PO Box 196 Bordertown SA 5268
Mount Gambier	T: (08) 8721 1200 PO Box 267 Mount Gambier SA 5290	Kingston	T: (08) 8767 0222 Young Street Kingston SE SA 5275
Millicent	T: (08) 8733 0100 PO Box 93 Millicent SA 5280	Penola	T: (08) 8737 2311 18 Church Street Penola SA 5277
Naracoorte	T: (08) 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)

Riverland Mallee Coorong Local Health Network

E: Health.RMCCustomers@sa.gov.au

Barmera Health Service	(08) 8588 0400 24 Hawdon Street, Barmera SA 5345	Karoonda and District Soldiers' Memorial Hospital	(08) 8579 1111 Stokes Road, Karoonda SA 5307
Lameroo District Health Service	(08) 8576 4600 1a Vardon Terrace, Lameroo SA 5302	Loxton Hospital Complex	(08) 8584 8555 Drabsch Street, Loxton SA 5333
Mannum District Hospital	(08) 8569 0200 Parker Street, Mannum SA 5238	Meningie and Districts Memorial Hospital and Health Services	(08) 8575 2777 2 South Terrace, Meningie SA 5264
Murray Bridge Soldiers' Memorial Hospital	(08) 8535 6777 Swanport Road, Murray Bridge SA 5253	Pinnaroo Soldiers' Memorial Hospital	(08) 8577 9222 Bundy Terrace, Pinnaroo SA 5304
Renmark Paringa District Hospital	(08) 8580 4100 Ral Ral Avenue, Renmark SA 5341	Riverland General Hospital (Berri)	(08) 8580 2400 10 Maddern Street, Berri SA 5343
Tailem Bend District Hospital	(08) 8572 5800 Princess Highway, Tailem Bend SA 5260	Waikerie Health Service	(08) 8541 0555 1 Lawrie Terrace, Waikerie SA 5330
Community & Allied Health Services	Berri (08) 8580 2500 21 Cornwall Street, Berri SA 5343 Murray Bridge (08) 8535 6800 96-104 Swanport Road, Murray Bridge SA 5253	Mental Health Services	Riverland Community Mental Health (08) 8580 2525 21 Cornwall Street, Berri SA 5343 Berri Inpatient Unit (08) 85802812 10 Maddern Street Berri SA 5343 Murray Mallee Community Mental Health Services (08) 8535 6943 96-104 Swanport Road, Murray Bridge SA 5253

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 (Minlaton) • Northern Yorke Peninsula (Walleroo) 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

T: 1800 749 188

E: Health.YNLHNConsumerFeedback@sa.gov.au

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Further information

SA Health, Safety and Quality

Email: Health.DHWClinicalGovernanceEnquiries@sa.gov.au

www.sahealth.sa.gov.au



* SA Health Safety and Quality Community Advisory Group