

We want to hear from you

Thank you for taking the time to reflect on your experiences

The Women's and Children's Health Network

is committed to providing safe, high quality health care. Your feedback helps us to understand your needs and informs us how to improve our services.

Feedback is very important to us, so if you have a suggestion or a complaint about our service, we invite you to discuss it with a staff member in the area involved. However, if you are unhappy with their response or don't feel comfortable talking about it with them, please contact one of our Consumer Feedback Coordinators whose contact details appear on the back of this brochure. Alternatively, you can fill in this brochure.

Our staff can help you fill in this form. You can help us by providing as much information as possible.

If you received outstanding service from our staff and want to say 'thank you', ask for our WCHN Person and Family-Centred Care Recognition Nomination Form.

What to expect

Your suggestion or complaint will be treated confidentially and with respect, passed on to the appropriate person and responded to quickly and sensitively. We will work with you to find the best way to respond to your feedback. Your feedback is confidential and will not become part of your medical records.



Privacy

To make sure you receive the best possible care, we often need to gather and keep sensitive and private information about you.

Everyone who works at the Women's and Children's Health Network must keep your information private under Federal law. Staff and volunteers must follow the SA Department of Health's privacy guidelines. You can find the guidelines at www.health.sa.gov.au

What to do with this form

Hand your form to any of our staff or post it to:

- > Consumer Feedback Coordinator
Women's and Children's Health Network
72 King William Road
North Adelaide SA 5006

Alternatively, you can scan this form or send an email to: HealthWCHNConsumerFeedback@sa.gov.au

If you would like read more about "Know your Rights", visit: www.hcsc.sa.gov.au/hcsc-charter-of-rights/hcsc-charter-resources/

When will you hear from us?

You should hear from us within two working days.

If not, please contact the Consumer Feedback Coordinator (details below).

Contacts

- > Consumer Feedback Coordinators
Telephone: (08) 8161 6710 or
Email:
HealthWCHNConsumerFeedback@sa.gov.au

Unhappy with our response?

If you believe you were not treated appropriately or if you feel your suggestion, concern or complaint was not well managed, you can contact the Health and Community Services Complaints Commissioner (HCSCC):

- > Mon-Fri 9am-5pm
Telephone: (08) 8226 8666
Country Callers SA: 1800 232 007
For more information about the HCSCC, please visit their website: www.hcsc.sa.gov.au

Have your say

The Women's and Children's Health Network includes:

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