

# Directory of advocacy / complaints services

Current at November 2017

Level 1, 12 Pirie Street, Adelaide SA 5000 | GPO Box 2248, Adelaide SA 5001

T: 08 8231 4169 F: 08 8410 5276 E: [info@hcasn.au](mailto:info@hcasn.au) W: [www.hcasn.au](http://www.hcasn.au)

Facebook: HealthConsumersAllianceSA Twitter: @HealthConsumers ABN: 90 294 720 079

# Directory of advocacy / complaints services

## Table of Contents

Background .....	2
Purpose of this Directory .....	2
Flowchart for providing feedback / making a complaint.....	3
Health and Community Services Complaints Commissioner.....	4
Australian Health Practitioner Regulation Agency .....	5
Aged Advocacy Services .....	6
Aged Rights Advocacy Service .....	6
Aged Care Complaints Commissioner .....	7
Disability Advocacy Services .....	8
Disability Advocacy and Complaints Service of SA Inc.....	8
Independent Advocacy SA Inc .....	8
Brain Injury SA .....	9
Citizen Advocacy South Australia Inc .....	10
Advocacy for Disability Access and Inclusion Inc .....	10
Disability Rights Advocacy Service Inc.....	11
Notes: The Australian Federation of Disability Organisations (AFDO); National Disability Insurance Scheme (NDIS) Appeals .....	11
Private Health Insurance Ombudsman.....	12
Patient Opinion Australia.....	12
Appendix 1: SA Health Consumer Feedback Process Fact Sheet .....	13

## Background

Health Consumers Alliance SA Inc (HCA) was established in 2002 as the peak body for health consumers in South Australia. We are a member-based, independent, not-for-profit organisation, funded by SA Health. We work with our members and supporters to achieve our vision: **Consumers at the centre of health in South Australia.**

We seek to promote and strengthen the voices, wellbeing, rights and leadership of health consumers.

HCA strongly promotes health consumer advocacy - the support and promotion of patient / consumer rights to high quality consumer-centred health care, at an individual and system level. We believe that advocacy can drive change, improvement and better health outcomes.

HCA believes that individuals accessing health, community, disability and aged care services have a right to provide feedback, raise concerns, give suggestions, and make complaints. Examples of these services include hospitals, doctors' practices, disability and child protection agencies, home care package services, and dental, chiropractic and nursing services.

Some individuals may require an advocate to assist in this process. An advocate is someone who can stand alongside you, listen to your concerns, give you information and speak up on your behalf if you want them to. They work at your direction in a way that represents your expressed wishes. An advocate can:

- support you in making decisions that affect your quality of life
- provide you with information about your rights and responsibilities, and discuss your options for taking action
- support you when you raise an issue with the service provider
- support you at any stage of the complaints process.<sup>1</sup>

## Purpose of this Directory

This Directory provides a summary of advocacy / complaints services that can assist individuals who wish to provide feedback and / or make a complaint. The role of each service and the degree of individual advocacy it provides is summarised, and contact details are listed. The content on the following pages is sourced from each organisation's respective website, and / or via information provided by phone.

---

<sup>1</sup> From <https://www.agedcarecomplaints.gov.au/faqs/>

## Flowchart for providing feedback / making a complaint

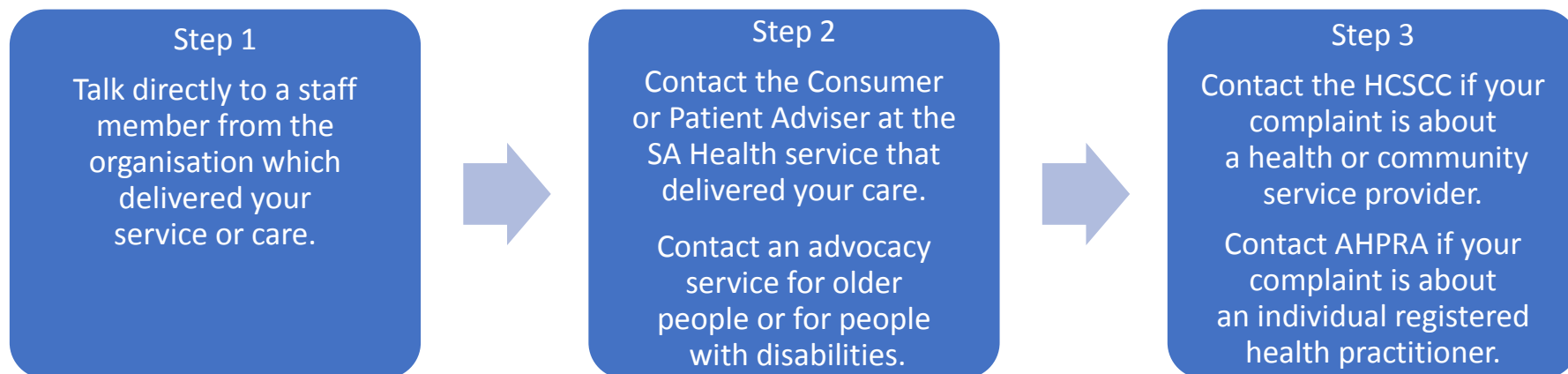
HCA recommends the following steps when you wish to provide feedback or make a complaint:


**Step 1:** In the first instance, speak directly with a staff member from the organisation which delivered your service or care. If this does not provide a satisfactory resolution, you have several options:


**Step 2:** If your concern is about an SA Health service, you can contact a Consumer or Patient Adviser – A fact sheet on the Consumer Feedback Process and contacts for SA Health sites can be downloaded [here](#). It is also attached at Appendix 1.


If your concern is about an organisation providing care or services for older people, you can contact the most suitable advocacy / complaints service listed on pages 6 and 7. If you have a concern about an organisation providing care or services for people with disabilities, you can contact the most suitable advocacy / complaints service listed on pages 8 to 11.


**Step 3:** If your concern or complaint is not resolved in steps 1 or 2, you can contact the Health and Community Services Complaints Commissioner (HCSCC) if you have a complaint or concern about health, community and child protection services – see details on page 4. If your concern is about an individual registered health practitioner who may be a risk to the public, you can contact the Australian Health Practitioner Regulation Agency (AHPRA) – see details on page 5. The Private Health Insurance Ombudsman deals with complaints about private health insurance or a related matter – see page 12. You can also share your experiences of Australian health services anonymously, on Patient Opinion Australia (POA), an online site detailed on page 12.





Service	Role	Degree of individual advocacy provided	Contact details for more information
<p><a href="#">Health and Community Services Complaints Commissioner (HCSCC)</a></p>  <p>HCSCC website address: <a href="http://www.hcsc.sa.gov.au">www.hcsc.sa.gov.au</a></p>	<p>HCSCC is a free service whose role is to <b>help service users and carers to resolve complaints or concerns about health and community services</b> (including disability and child protection services) in South Australia, including:</p> <ul style="list-style-type: none"> <li>• hospitals</li> <li>• medical practices</li> <li>• ambulances</li> <li>• mental health services</li> <li>• <b>unregistered health providers</b> such as counsellors, massage therapists, homeopaths, naturopaths, iridologists etc</li> <li>• community services (including disability and child protection services).</li> </ul> <p>View a flowchart of the complaint resolution process <a href="#">here</a>.</p> <p>If you can't resolve your complaint with the service, you can contact HCSCC, which will listen, give you information and talk about options, and help you to get answers to your complaint. The HCSCC may ask for more information, investigate your complaint, or refer it to another complaints agency.</p> <p>You can access a variety of consumer information brochures <a href="#">here</a>, and translated brochures <a href="#">here</a>.</p>	<p>Individual advocacy is not offered by HCSCC.</p> <p>Service users, their families, carers, advocates and service providers are provided with information and advice. If HCSCC can't assist you with your inquiry, it will try to provide you with a relevant referral.</p> <p>Note that HCSCC also provides advice and support to service providers about ways to successfully manage complaints.</p>	<p>Phone the HCSCC Enquiry Service on (08) 8226 8666</p> <p>Phone 1800 232 007 toll free for country callers from a landline</p> <p>Send a fax to (08) 8226 8620</p> <p>Complete an <a href="#">online complaint form</a></p> <p>Email: <a href="mailto:info@hcsc.sa.gov.au">info@hcsc.sa.gov.au</a></p> <p>Write to HCSCC PO Box 199 Rundle Mall SA 5000</p> <p>Visit by appointment at Level 4, East Wing 50 Grenfell Street, Adelaide 5000</p> <p>Open hours are Monday to Friday, 9am to 5pm</p> <p>Interpreter and National Relay services are available</p>
<p>Note: HCSCC works closely with the Australian Health Practitioner Regulation Agency (AHPRA) and the National Boards for 14 health professions - see page 5. These organisations share information to decide who will manage all or part of your complaint. For example, if HCSCC receives a complaint about a registered health practitioner who may pose a risk to the public, it will contact AHPRA and the relevant National Board. If AHPRA receives a complaint about a health service, it will contact HCSCC.</p> <p><b>You can find a joint fact sheet detailing what HCSCC does and what AHPRA does <a href="#">here</a>.</b></p>			


Service	Role	Degree of individual advocacy provided	Contact details for more information
<p data-bbox="203 233 562 296"><a href="http://www.ahpra.gov.au">Australian Health Practitioner Regulation Agency (AHPRA)</a></p>  <p data-bbox="203 632 472 691">AHPRA website address: <a href="http://www.ahpra.gov.au">www.ahpra.gov.au</a></p>	<p data-bbox="654 233 1216 355">AHPRA's role is to <b>protect the public by managing notifications about individual registered health practitioners</b>, and when necessary, restricting their registration and their practice in some way.</p> <p data-bbox="654 395 1155 485">AHPRA and the National Boards for 14 health professions focus on managing any risk to the public posed by:</p> <ul data-bbox="654 496 1155 1066" style="list-style-type: none"> <li>• Aboriginal and Torres Strait Island health practitioners</li> <li>• Chinese medicine practitioners</li> <li>• chiropractors</li> <li>• dentists</li> <li>• dental hygienists/prosthetists/therapists</li> <li>• doctors</li> <li>• nurses or midwives</li> <li>• medical radiation practitioners</li> <li>• occupational therapists</li> <li>• optometrists</li> <li>• osteopaths</li> <li>• pharmacists</li> <li>• physiotherapists</li> <li>• podiatrists</li> <li>• psychologists</li> <li>• students involved in these professions.</li> </ul> <p data-bbox="654 1106 1216 1294">Your concern may be that a practitioner is working or providing patient care in an unsafe way, or it may be about the way a practitioner behaves, or that a practitioner has a health issue or impairment that might cause harm to a member of the public if it is not appropriately managed.</p> <p data-bbox="654 1334 1216 1423">You can use this <a href="#">guide</a> to help you, and you can find more information on making a complaint or raising a concern with AHPRA <a href="#">here</a>.</p>	<p data-bbox="1238 233 1688 387">AHPRA cannot advocate, or act in the interests of, either practitioners or people who make complaints. Its role in managing complaints is to act in the public interest.</p> <p data-bbox="1238 427 1659 616">It will acknowledge your complaint or concern, keep you updated during the process, tell you when the matter has finished and give you as much information as it can about the outcome.</p>	<p data-bbox="1711 233 1995 292">Phone within Australia on 1300 419 495</p> <p data-bbox="1711 331 2040 391">From outside Australia phone +61 3 9275 9009</p> <p data-bbox="1711 430 2092 520">Phone line open hours are Monday to Friday, 9am to 5pm (Australian Eastern Standard Time)</p> <p data-bbox="1711 560 2029 587">Make an <a href="#">online web enquiry</a></p> <p data-bbox="1711 627 1906 718">Write to AHPRA GPO Box 9958 Adelaide SA 5001</p> <p data-bbox="1711 758 2011 880">Visit the SA office Level 11, 80 Grenfell Street Adelaide 5000 Open hours 9am to 5pm</p>



Service	Role	Degree of individual advocacy provided	Contact details for more information
<p data-bbox="203 233 562 296"><a href="#">Aged Rights Advocacy Service (ARAS)</a></p>  <p data-bbox="203 555 495 619">ARAS website address: <a href="http://www.sa.agedrights.asn.au">www.sa.agedrights.asn.au</a></p>	<p data-bbox="651 233 1216 320">ARAS provides free, confidential, state-wide information and advocacy for older people or their representatives who are:</p> <ul data-bbox="651 331 1216 624" style="list-style-type: none"> <li>• consumers or potential consumers of community-based aged care services including community aged care packages</li> <li>• living in a Retirement Village</li> <li>• consumers or potential consumers of services in Australian Government subsidised aged care facilities</li> <li>• at risk of, or experiencing, abuse by someone they should be able to trust.</li> </ul> <p data-bbox="651 663 1216 719">Detailed information about each of the areas listed above is available on the ARAS website.</p> <p data-bbox="651 759 1216 815">You can find answers to frequently asked questions on ARAS and how it can advocate for you <a href="#">here</a>.</p> <p data-bbox="651 855 1216 951">You can access a range of ARAS information brochures <a href="#">here</a>, including translated brochures in 15 languages.</p>	<p data-bbox="1238 233 1686 352">ARAS advocates work directly with the older person or their nominated representative to uphold their aged care and human rights.</p> <p data-bbox="1238 392 1686 512">An advocate can provide information about your rights to help you self-advocate when you have an issue of concern that you want to resolve.</p> <p data-bbox="1238 552 1686 671">Alternatively, with your consent and after consultation, the advocate can represent you in your dealings with the service provider.</p> <p data-bbox="1238 711 1686 831">An advocate can support you through a formal complaints process with the Aged Care Complaints Commissioner if you wish.</p> <p data-bbox="1238 871 1686 943">Aboriginal elders can choose to work with an Aboriginal advocate if they wish.</p>	<p data-bbox="1709 233 1955 256">Phone (08) 8232 5377</p> <p data-bbox="1709 296 2089 352">Phone toll free for country callers 1800 700 600</p> <p data-bbox="1709 392 1921 416">Fax (08) 8232 1794</p> <p data-bbox="1709 456 2045 480">Email <a href="mailto:aras@agedrights.asn.au">aras@agedrights.asn.au</a></p> <p data-bbox="1709 520 1933 608">Write to ARAS PO Box 7234 Hutt Street SA 5000</p> <p data-bbox="1709 647 1910 735">Visit ARAS 16 Hutt Street Adelaide SA 5000</p>


Service	Role	Degree of individual advocacy provided	Contact details for more information
<p><a href="#">Aged Care Complaints Commissioner (ACCC)</a></p>  <p>The ACCC website address: <a href="http://www.agedcarecomplaints.gov.au">www.agedcarecomplaints.gov.au</a></p>	<p>ACCC assists people with concerns about aged care services funded by the Australian Government. These services can be provided for help at home or in an aged care home, including:</p> <ul style="list-style-type: none"> <li>residential care or residential respite care</li> <li>Home Care Packages</li> <li>Commonwealth Home Support Programme</li> <li>flexible care, including transition care, and the National Aboriginal and Torres Strait Islander Flexible Aged Care Programme.</li> </ul> <p>ACCC's objectives are:</p> <ul style="list-style-type: none"> <li>Resolve - to work with you and the service provider to acknowledge and resolve your concerns or complaint and make a positive difference for people receiving aged care</li> <li>Protect - to take timely action on issues raised through complaints, to ensure people receiving aged care are well cared for and protected</li> <li>Improve - to work with the aged care community to learn from complaints and act on opportunities to improve aged care.</li> </ul> <p>Concerns ACCC can assist with include health care and personal care assistance, communication, staff roles, living environment, some fees and charges, and choice and preferences.</p> <p>You can find more information in answers to frequently asked questions <a href="#">here</a>. You can find resources including fact sheets, videos, and resources in different languages <a href="#">here</a>.</p>	<p>Individual advocacy is not offered by ACCC.</p> <p>With your permission, ACCC can phone ARAS on your behalf, to explain your concerns and arrange for the advocate to contact you for advocacy support throughout the complaints process.</p> <p>ACCC may also refer your issues to other organisations because they are better placed to address your concerns. You can find a fact sheet on referrals to other organisations <a href="#">here</a>.</p> <p>A video titled "How the Aged Care Complaints Commissioner can help you" can be viewed <a href="#">here</a>.</p>	<p>Phone 1800 550 552 (free call from landlines)</p> <p>Phone line open hours are Monday to Friday, 9am to 5pm</p> <p>Complete an <a href="#">Online Complaints Form</a></p> <p>ACCC will respond to you during business hours, within 24 to 48 hours after receiving your complaint - if your matter is urgent, please free call 1800 550 552</p> <p>Write to: ACCC GPO Box 9848 Adelaide SA 5001</p> <p>Interpreter and National Relay services are available</p>


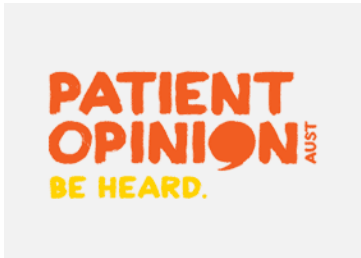


Service	Role	Degree of individual advocacy provided	Contact details for more information
<p data-bbox="203 233 633 296"><a href="#">Disability Advocacy and Complaints Service of SA Inc (DACSSA)</a></p>  <p data-bbox="203 660 483 719">DACSSA website address: <a href="http://www.dacssa.org.au">www.dacssa.org.au</a></p>	<p data-bbox="654 233 1216 387">DACSSA is a free service providing support, information and advocacy for all people with disability, their families, friends and carers. It provides individual advocacy services and systemic advocacy.</p> <p data-bbox="654 427 1216 651">DACSSA promotes individual rights to freedom of expression, self-determination and decision-making and actively prevents abuse, harm, neglect and violence in accordance with the National Standards for Disability Services. It can also assist with National Disability Insurance Scheme (NDIS) appeals.</p> <p data-bbox="654 691 1216 778">You can access more details on how DACSSA may be able to help you with disability-related issues in this <a href="#">brochure</a>.</p> <p data-bbox="654 818 1216 882">DACSSA newsletters and other resources are available <a href="#">here</a>.</p>	<p data-bbox="1238 233 1686 387">Individual advocacy focuses on upholding the rights of individuals, their families and carers. DACSSA helps address your grievances or resolve your complaints by:</p> <ul data-bbox="1238 395 1686 722" style="list-style-type: none"> <li>• developing and planning a complaint strategy with you</li> <li>• attending meetings with you and taking notes</li> <li>• making inquiries and obtaining documents with your permission</li> <li>• supporting you at the Guardianship Board hearing</li> <li>• referring you to appropriate agencies.</li> </ul> <p data-bbox="1238 762 1686 922">DACSSA currently cannot assist you if your complaint is not disability related. Nor does it provide legal or diagnostic advice, financial support or case management.</p>	<p data-bbox="1709 233 1955 256">Phone (08) 7122 6030</p> <p data-bbox="1709 296 1921 320">Fax (08) 8332 5112</p> <p data-bbox="1709 360 2022 384">Email <a href="mailto:admin@dacssa.org.au">admin@dacssa.org.au</a></p> <p data-bbox="1709 424 1910 520">Visit DACSSA 33 Franklin Street Adelaide SA 5000</p>
<p data-bbox="203 962 562 1026"><a href="#">Independent Advocacy SA Inc (IA)</a></p>  <p data-bbox="203 1233 611 1289">IA website address: <a href="http://www.independentadvocacysa.org.au">www.independentadvocacysa.org.au</a></p>	<p data-bbox="654 962 1216 1185">IA is a free service advocating for people who have an intellectual disability, or who are labelled or treated as having an intellectual disability, and who IA understands to be the most vulnerable people it hears about. IA promotes valued lives for individuals with an intellectual disability through persistent and values-based social advocacy.</p> <p data-bbox="654 1225 1216 1385">IA stands alongside the people it advocates for, challenging the abuses of their vulnerability and safeguarding improvements in their lives. You can find more information on who and how IA helps <a href="#">here</a>.</p>	<p data-bbox="1238 962 1272 986">IA:</p> <ul data-bbox="1238 994 1686 1321" style="list-style-type: none"> <li>• acts, speaks and writes on behalf of a person</li> <li>• defends a person's well-being and safety</li> <li>• asks for meaningful participation in community and home life for individuals</li> <li>• strives to ensure a person's best interests are served, in line with its values.</li> </ul>	<p data-bbox="1709 962 2033 1018">Fiona Campbell, Co-ordinator Phone (08) 8232 6200</p> <p data-bbox="1709 1058 1955 1082">Freecall 1800 999 884</p> <p data-bbox="1709 1121 1921 1145">Fax (08) 8232 6255</p> <p data-bbox="1709 1185 2089 1209">Email <a href="mailto:indepadv@internode.on.net">indepadv@internode.on.net</a></p> <p data-bbox="1709 1249 1910 1345">Visit or write to IA 99 Frome Street Adelaide SA 5000</p>

Service	Role	Degree of individual advocacy provided	Contact details for more information
<p data-bbox="203 233 461 260"><a href="#">Brain Injury SA (BISA)</a></p>  <p data-bbox="203 491 490 552">BISA website address: <a href="http://www.braininjurysa.org.au">www.braininjurysa.org.au</a></p>	<p data-bbox="651 233 1205 387">BISA provides opportunity for people living with acquired brain injury (ABI) to make more informed decisions and be better empowered, thanks to funding from the National Disability Advocacy Program.</p> <p data-bbox="651 427 1205 616">BISA ensures through effective and efficient services that disability advocacy can enable people with disability, particularly those living with ABI, to help safeguard their rights and overcome barriers that impact on their ability to participate in the community.</p> <p data-bbox="651 655 1205 715">The Advocacy Program can help with a range of issues including:</p> <ul data-bbox="651 722 1205 986" style="list-style-type: none"> <li>• family law and criminal matters</li> <li>• Centrelink and National Disability Insurance Scheme (NDIS) appeals</li> <li>• accessing supports and services</li> <li>• navigating through complex processes such as compensation claims or Wills and Estates</li> <li>• resolving problems or complaints</li> <li>• matters of discrimination.</li> </ul> <p data-bbox="651 1026 1205 1153">You can read the BISA Advocacy Program brochure <a href="#">here</a>. You can view a range of resources describing BISA's other services and supports, such as NDIS Appeals, <a href="#">here</a>.</p>	<p data-bbox="1238 233 1686 419">BISA provides a free state-wide Advocacy Program and through its Advocate, can speak up for people living with ABI, and promote their individual rights to freedom of expression, self-determination and decision-making.</p> <p data-bbox="1238 459 1686 587">The program provides individual advocacy, family advocacy, self-advocacy and systemic advocacy for people with living with ABI.</p>	<p data-bbox="1709 233 1955 260">Phone (08) 8217 7600</p> <p data-bbox="1709 300 2033 327">Country callers 1300 733 049</p> <p data-bbox="1709 367 1921 394">Fax (08) 8211 8164</p> <p data-bbox="1709 434 2067 461">Email <a href="mailto:info@braininjurysa.org.au">info@braininjurysa.org.au</a></p> <p data-bbox="1709 501 1977 584">Visit or write to BISA 70 Light Square/Wauwi Adelaide SA 5000</p> <p data-bbox="1709 624 2101 683">Office hours are Monday to Friday, 9am to 5pm</p>

Service	Role	Degree of individual advocacy provided	Contact details for more information
<p><a href="#">Citizen Advocacy South Australia Inc (CASA)</a></p>  <p>CASA website address: <a href="http://www.citizenadvocacysa.com.au">http://www.citizenadvocacysa.com.au</a></p>	<p>The priority of CASA is the promotion, protection and defence of the personal welfare and interests of people with intellectual disability, who are:</p> <ul style="list-style-type: none"> <li>• highly vulnerable</li> <li>• at risk of harm</li> <li>• of any age</li> <li>• living in the Adelaide metropolitan area, and</li> <li>• have limited or no effective support around them.</li> </ul> <p>Citizen Advocates are independent, unpaid community members who volunteer their time in an unpaid capacity. CASA staff do not take on advocacy roles - they encourage, establish and support Citizen Advocacy relationships within the local community.</p> <p>CASA is not a complaints or paid advocacy service. Find more information and a video <a href="#">here</a>.</p>	<p>Services include:</p> <ul style="list-style-type: none"> <li>• identifying and recruiting vulnerable people with intellectual disability who would benefit from having a Citizen Advocate in their lives</li> <li>• matching people with disability and suitable community members in freely given, one-to-one, long-term relationships</li> <li>• keeping in touch with the people involved in each Citizen Advocacy relationship through regular communication and gatherings</li> <li>• recruitment of community members with suitable skills and experience to act as “Crisis Advocates” in situations requiring specific and urgent action.</li> </ul>	<p>Phone (08) 8410 6644</p> <p>Mobile 0408 811 845</p> <p>E-mail <a href="mailto:office.citizenadvocacy@gmail.com">office.citizenadvocacy@gmail.com</a></p> <p>Visit CASA 20 Myers St ADELAIDE SA 5000</p> <p>Write to PO Box 6804, Halifax Street ADELAIDE SA 5000</p>
<p><a href="#">Advocacy for Disability Access and Inclusion Inc (ADAI)</a></p>  <p>ADAI website address: <a href="http://www.advocacyfordisability.org.au">www.advocacyfordisability.org.au</a></p>	<p>ADAI aims to enable people with disabilities to access their community and achieve better education, service provision and employment opportunities. It does this by advocating for the person and/or the family to fully participate in decision making and to work together with professionals as true partners.</p> <p>The ADAI Senior Advocate can assist with <a href="#">National Disability Insurance Scheme (NDIS) appeals</a>, will guide you through the process of putting all this together, and will represent you at conferences and hearings.</p>	<p>AIDI services include:</p> <ul style="list-style-type: none"> <li>• providing advocacy support and information for people with disabilities to have a voice in decisions that affect their lives.</li> <li>• providing advocacy support and information for people who need to speak on behalf of their family member with a disability.</li> <li>• standing with and helping individuals who have a disability, and families caring for a person with a disability, to gain access to services or to improve services.</li> </ul> <p>More information is available <a href="#">here</a>.</p>	<p>Phone (08) 8340 4450</p> <p>Freecall 1800 856 464 (country callers)</p> <p>Fax (08) 7226 1079</p> <p>Use the <a href="#">Online enquiry form</a></p> <p>Visit ADAI 149 Currie Street Adelaide SA 5000</p>

Service	Role	Degree of individual advocacy provided	Contact details for more information
<p data-bbox="203 231 611 295"><a href="http://www.dras.com.au">Disability Rights Advocacy Service Inc (DRAS)</a></p>  <p data-bbox="203 576 454 635">DRAS website address: <a href="http://www.dras.com.au">www.dras.com.au</a></p>	<p data-bbox="651 231 1218 320">DRAS' mission is to safeguard and promote the rights and interest of people with a disability, their families and carers.</p> <p data-bbox="651 360 1182 517">DRAS provides individual and systemic advocacy for people with disability from culturally and linguistically diverse backgrounds. Services are provided to other people with disability as resources allow.</p> <p data-bbox="651 557 909 580">DRAS has three offices:</p> <ul data-bbox="651 592 1205 791" style="list-style-type: none"> <li>• Mile End – includes greater metropolitan Adelaide and the Mt Barker and Adelaide Hills regions.</li> <li>• Mt Gambier - assists people in the South East and Coorong regions</li> <li>• Berri – for people in the Riverland region.</li> </ul>	<p data-bbox="1236 231 1688 352">DRAS provides a free Individual Advocacy Program, representing people on a one-to-one basis to resolve their individual concerns.</p> <p data-bbox="1236 392 1675 580">DRAS also provides advocacy for people who are unhappy with any NDIS decisions, and provides representation and support with NDIS Reviews and Appeals to the Administrative Appeals Tribunal.</p> <p data-bbox="1236 620 1630 742">More information on the range of services for people with a disability, their families and carers can be found <a href="#">here</a>.</p>	<p data-bbox="1706 231 2040 485">Adelaide Office Phone (08) 8351 9500 Fax (08) 8152 0396 Email <a href="mailto:admin@dras.com.au">admin@dras.com.au</a> Shop 4/80 Henley Beach Road Mile End SA 5031 PO Box 742 Torrensville SA 5031</p> <p data-bbox="1706 525 2040 681">Riverland Advocacy Service Phone (08) 8582 2422 Fax (08) 8582 2411 2a Ahern Street, Berri SA 5343 PO Box 868, Berri SA 5343</p> <p data-bbox="1706 721 2092 909">South East Disability Advocacy Service Phone 08 8723 6002 Fax (08) 8725 8009 PO Box 1210, Mt Gambier SA 5290 email <a href="mailto:dshipton@dras.com.au">dshipton@dras.com.au</a></p>
<p data-bbox="203 986 277 1010">Notes:</p> <ol data-bbox="253 1034 2069 1294" style="list-style-type: none"> <li>1. <a href="http://www.afdo.org.au">The Australian Federation of Disability Organisations (AFDO)</a> is the peak organisation in the disability sector representing people with lived experience of disability. AFDO is the place for organisations that represent people with disability to work together to achieve common goals. AFDO is a systemic advocacy organisation - it does not take on advocacy issues for individuals with a disability or their families/carers. However, it has included on its website a resources page with a list of <a href="#">national and state-wide disability advocacy organisations</a>. You can access a range of resources <a href="#">here</a>. The website address for national and state-wide disability advocacy organisations is <a href="http://www.afdo.org.au/resources/disability-advocacy-organisations">www.afdo.org.au/resources/disability-advocacy-organisations</a>.</li> <li>2. National Disability Insurance Scheme (NDIS) Appeals - if you are not happy with a decision regarding an application for the NDIS, help is available from independent NDIS Appeals Support Officers. You can download an easy read brochure <a href="#">here</a> or visit <a href="http://www.dss.gov.au/ndis-appeals">www.dss.gov.au/ndis-appeals</a>.</li> </ol>			

Service	Role	Degree of individual advocacy provided	Contact details for more information
<p data-bbox="203 233 501 296"><a href="#">Private Health Insurance Ombudsmen (PHIO)</a></p>  <p data-bbox="203 451 568 544">PHIO website address: <a href="http://www.ombudsman.gov.au/about/private-health-insurance">www.ombudsman.gov.au/about/private-health-insurance</a></p>	<p data-bbox="651 233 1193 387">The role of the PHIO is to protect the interests of people covered by private health insurance. It carries out this role in several ways, including assisting consumers by providing an independent complaints handling service.</p> <p data-bbox="651 427 1205 619">Complaints need to be about private health insurance or a related matter. They can be about a private health fund, a broker, a hospital, a medical practitioner, a dentist or other practitioners (as long as the complaint relates to private health insurance). The <a href="#">PHIO brochure</a> has further details.</p> <p data-bbox="651 659 1211 813">However, complaints about the quality of service or treatment provided by a health professional or a hospital should be directed to the <a href="#">Health and Community Services Complaints Commissioner (HCSCC)</a></p>	<p data-bbox="1238 233 1675 288">PHIO does not offer individual advocacy services.</p> <p data-bbox="1238 331 1664 491">PHIO staff will contact your health fund or the body you are complaining about to get their explanation and any suggestions they have for fixing the problem.</p> <p data-bbox="1238 531 1682 754">PHIO will deal with most complaints by phone, email and fax - most can be settled quickly. Staff will keep you regularly informed, usually by telephone and will give you their name and contact number, in case you need to contact them.</p>	<p data-bbox="1709 233 2056 323">Phone 1300 362 072 (calls from mobile phones are charged at mobile phone rates)</p> <p data-bbox="1709 363 2045 387">Indigenous Line: 1800 060 789</p> <p data-bbox="1709 427 2045 518">The office is open Monday to Friday 9am to 5pm, Australian Eastern Standard Time</p> <p data-bbox="1709 558 2045 582">Use the <a href="#">online complaint form</a></p> <p data-bbox="1709 622 2033 746">Write to Commonwealth Ombudsman GPO Box 442 Canberra ACT 2601</p> <p data-bbox="1709 786 2045 842">Interpreter and National Relay Services are available</p>
<p data-bbox="203 855 577 879"><a href="#">Patient Opinion Australia (POA)</a></p>  <p data-bbox="203 1217 506 1281">POA website address: <a href="http://www.patientopinion.org.au">www.patientopinion.org.au</a></p>	<p data-bbox="651 855 1193 1042">POA is an online site where you can anonymously share your experiences of Australian health services. POA is about honest and meaningful conversations between patients and health services, so that your story can help make health services better.</p> <p data-bbox="651 1082 1211 1281">An online example of how it works:</p> <ol data-bbox="651 1121 1211 1281" style="list-style-type: none"> <li data-bbox="651 1121 1137 1145">1. <a href="#">Tell your story</a> of using a health service</li> <li data-bbox="651 1153 1211 1209">2. POA sends your story to staff so that they can learn from it</li> <li data-bbox="651 1217 992 1241">3. You might get a <a href="#">response</a></li> <li data-bbox="651 1249 1211 1273">4. Your story might help staff to <a href="#">change services</a></li> </ol> <p data-bbox="651 1313 1211 1372"><a href="#">Frequently asked questions</a> provide further details, or you can view a video <a href="#">here</a>.</p>	<p data-bbox="1238 855 1608 879">No individual advocacy is offered.</p>	<p data-bbox="1709 855 1933 879">Phone 1300 662 996</p> <p data-bbox="1709 919 2085 943">Email <a href="mailto:info@patientopinion.org.au">info@patientopinion.org.au</a></p> <p data-bbox="1709 983 2033 1007">You can <a href="#">tell your story online</a></p> <p data-bbox="1709 1046 2085 1137">Write to Patient Opinion Australia PO Box 588 Everton Park Queensland 4053</p>

# 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 perspective of all patients and consumers. It also assists in directing improvement in 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

T: (08) 7074 1377 E: rah.consumeradviser@health.sa.gov.au

### The Queen Elizabeth Hospital

T: (08) 8222 6464 E: tqehca@health.sa.gov.au

### CALHN Mental Health

T: (08) 8222 7935 E: consumer.adviser@health.sa.gov.au

## Northern Adelaide Local Health Network (NALHN)

including Lyell McEwin Hospital, Modbury Hospital, NALHN Mental Health

T: (08) 8182 9658 E: NALHNCAS@sa.gov.au

## Southern Adelaide Local Health Network (SALHN)

Flinders Medical Centre, Noarlunga Health Service, Repatriation General Hospital, Southern Mental Health and Intermediate Care Services

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

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

### Women's and Children's Hospital

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

## Country Health SA Local Health Network (CHSALHN)

T: (08) 8226 6153 E: healthCHSA@sa.gov.au

## Statewide Services

### BreastScreen SA State Coordination Unit

T: (08) 8274 7100 E: bssaenquiries@health.sa.gov.au

### Drug and Alcohol Service (DASSA)

T: 0466 480 811 E: dassacpp@health.sa.gov.au

### SA Ambulance Service (SAAS)

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

### SA Dental Service (SADS)

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



[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)

© Department for Health and Ageing, Government of South Australia.  
All rights reserved. FS: 17119.1 September 2017



Government of South Australia  
SA Health