



Compliments and complaints


Information for patients, clients, carers, families & visitors (*everyone*)

If you would like to recognise the good work of a staff member, department, service or hospital you can let us know in any of the following ways:

 Talk to the Staff, Department Manager or Nurse Unit Manager

 Send an email to:
ISLHD-Compliments@health.nsw.gov.au

 Call the hospital or service.
Phone numbers are listed below.

 Post a letter to:
Illawarra Shoalhaven Local Health
District Compliments
PO Box 239, Port Kembla, NSW 2505

Illawarra Hospital Group (IHG)

- Bulli Hospital
- Coledale Hospital
- Port Kembla Hospital
- Shellharbour Hospital
- Wollongong Hospital
(02) 4222 5048

Shoalhaven Hospital Group (SHG)

- David Berry Hospital
- Milton Ulladulla Hospital
- Shoalhaven Memorial Hospital
0499 860 520

Out of Hospital Care

(includes Community Health)
(02) 4221 6817

Mental Health Service

(includes Community Mental Health)
(02) 4254 2700

Division of Kids and Families (Community)

(02) 4222 5889

Drug and Alcohol Service

(02) 4254 2700

Oral Health Service

1800 679 336

Public and Population Health

1300 066 055

(02) 4221 6811

ISLHD-Compliments@health.nsw.gov.au

ISLHD-Complaints@health.nsw.gov.au

1. **Tell staff you have a concern;** they may be able to resolve your issue immediately.
2. **Let the Department Manager or Nurse Unit Manager know** if you feel your concerns have not been addressed.
3. **Contact the Hospital Site Manager or Service Manager** through the hospital switchboard or service number (listed on the previous page).
4. **Contact the District Consumer Feedback Manager** if you do not want to discuss your complaint directly with staff at the hospital or service.
Phone: (02) 4221 6811
Email: ISLHD-Complaints@health.nsw.gov.au
Mail: ISLHD Consumer Feedback Manager, PO Box 239, Port Kembla, NSW 2505
5. **Write to the Chief Executive, Illawarra Shoalhaven Local Health District**
Mail address: Chief Executive, PO Box 239, Port Kembla, NSW 2505
6. **Contact the Health Care Complaints Commission (HCCC)** if you do not feel comfortable discussing your complaint with our Local Health District.
Phone: (02) 9219 7444
Toll Free in NSW: 1800 043 159
Mail: PO Box K549, Haymarket, NSW, 1240
Email: hccc@hccc.nsw.gov.au

What are your rights and responsibilities when making a complaint?

- To feel welcome to share your concerns
- To be heard
- To have your concerns taken seriously
- To receive an apology for the experience
- To receive a response that is honest, respectful and compassionate
- To have someone else make a complaint on your behalf
- To have a support person with you during any conversation and/or meeting
- To discontinue your complaint at any time you choose

Need an Interpreter? Interpreters are available if you need help to communicate with staff. The service is free and confidential. We will book an interpreter for you. You can also call the Healthcare Interpreter Service on 1800 247 272 (available 24/7) to talk to someone before your appointment.

Need an Aboriginal Health Worker (AHW)? An Aboriginal Health Worker (AHW) advocates for the needs of consumers who identify as Aboriginal and Torres Strait Islander. They provide support and information to help you. To contact an AHW, please contact the hospital or service on the numbers listed in this brochure.

Need Pastoral care, spiritual or a faith leader? Pastoral care is available for people who need cultural or religious support. To contact a Pastoral care leader, please get in touch with the hospital or service on the numbers listed in this brochure.