

Compliments

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



You can talk to the Staff or Department Manager



You can talk to the Manager of the hospital or service using the contact details below



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



You can write a letter and send it 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) 4295 2539

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



Complaints

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

If you are unhappy with the care, or you have had a poor health care experience, please:

1. **Speak with the person caring for you, or**
2. **Speak with the Department Manager**
3. **Phone the service** (contact details listed in this brochure)
4. **Phone the ISLHD Consumer Feedback Manager** (if you do not want to raise any issues with the staff):
(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**
Chief Executive, PO Box 239, Port Kembla, NSW 2505
6. **Contact the Health Care Complaints Commission (HCCC)**
(02) 9219 7444
Toll Free (NSW) 1800 043 159
Email hccc@hccc.nsw.gov.au
Website <https://www.hccc.nsw.gov.au/>

When you make a complaint

ISLHD is committed to:

- deeply listen
- take your concerns seriously
- respond with honesty, respect and compassion
- apologise for your experience.

We welcome:

- and encourage you to share your concerns
- someone to share your concerns on your behalf
- someone to come with you to any meetings
- you to withdraw your concerns 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.