

## What are your rights and responsibilities when making a complaint?

- To be treated and to treat others with honesty and respect.
- To have your concerns taken seriously and reviewed.
- To be advised when you will get a reply.
- To be given feedback.
- To discontinue your complaint at any time.
- To have someone else make the complaint on your behalf.
- To have a support person with you during meetings.
- To be offered an apology for your experience.

**(02) 4221 6811**

**ISLHD-Compliments@health.nsw.gov.au**

**ISLHD-Complaints@health.nsw.gov.au**

**Need an interpreter?** Professional interpreters are available if you need help to communicate in English, or if you are Deaf. Our staff can also ask for an interpreter. The staff will book an interpreter for you. Interpreter Services are free and confidential. You can bring a family member or friend with you to the appointment. If you need help to communicate it should be through a professional interpreter. You can also call the Translating and Interpreting Service on 131 450 if you need to speak to us before your appointment.

**Need a Principal Aboriginal Health Worker?** A Principal Aboriginal Health Worker (PAHW) advocates for the needs of Aboriginal consumers. They work collaboratively with multidisciplinary healthcare teams in acute and community settings, and play a key role in providing support when sharing your experience about a health service. To contact a PAHW, please contact the hospital or service numbers listed within this brochure

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# Compliments and Complaints

*Information for patients, clients, carers, families,  
consumers & visitors*



# We value your feedback

## How to give a compliment

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 Department Manager or Nurse Unit Manager
- Send an email to [ISLHD-Compliments@health.nsw.gov.au](mailto:ISLHD-Compliments@health.nsw.gov.au)
- Post a letter to:

Illawarra Shoalhaven Local Health District Compliments,  
PO Box 239, Port Kembla, NSW 2505

<p><b>Northern Illawarra Hospital Group</b> Bulli Hospital Coledale Hospital and Wollongong Hospital (02) 4222 5048</p>	<p><b>Southern Illawarra Hospital Group</b> Port Kembla Hospital and Shellharbour Hospital (02) 4295 2458</p>
<p><b>Shoalhaven Hospital Group</b> David Berry Hospital Milton Ulladulla Hospital and Shoalhaven District Memorial Hospital 0499 860 520</p>	<p><b>Ambulatory &amp; Primary Health Care</b> (includes Community Health) (02) 4221 6817</p>
<p><b>Division of Kids and Families</b> (02) 4222 5889</p>	<p><b>Drug and Alcohol Service</b> (02) 4254 2700</p>
<p><b>Mental Health Service</b> (02) 4295 2539 (includes Community Mental Health)</p>	<p><b>Oral Health Service</b> 1800 679 336</p>

## How to make a complaint

To make a complaint you can do any of the following:

1. **Tell the 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 you can contact the District Consumer Feedback Manager:

Phone: 4221 6811

Email: [ISLHD-Complaints@health.nsw.gov.au](mailto:ISLHD-Complaints@health.nsw.gov.au)

Mail: ISLHD Consumer Feedback Manager, PO Box 239, Port Kembla, NSW 2505

5. **Write to the Illawarra Shoalhaven Local Health District Chief Executive**  
Mail address: Chief Executive, PO Box 239, Port Kembla, NSW 2505

6. **Contact the Health Care Complaints Commission (HCCC)** If you don't feel comfortable discussing your complaint with our Local Health District staff:

Phone: 9219 7444

Toll Free in NSW: 1800 043 159

Mail: Locked Mail Bag 18, Strawberry Hills, NSW 2012

Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)