

Our promise

Central Adelaide Local Health Network (CALHN) is committed to the delivery of the Charter for Consumers of the South Australian Public Health System.



Our sites and services include:

- Royal Adelaide Hospital
- The Queen Elizabeth Hospital
- Hampstead Rehabilitation Centre
- St Margaret's Hospital
- Glenside Hospital
- Statewide Clinical Support Services (SA Pathology, BreastScreenSA, SA Medical Imaging and SA Pharmacy)
- SA Prison Health Services
- SA Dental.



Our rights explain the way we can expect to be treated. Everyone has the right to be treated fairly and to be safe.



This leaflet explains your rights when you are using CALHN services, like those from:

- doctors, nurses and other health workers
- hospitals and health centres
- mental health services.

Who you can talk to at CALHN

If you are worried, talk to the staff who are looking after you. This includes nurses, doctors, social workers and allied health staff.

If you are not happy with their answers, you can call the Consumer Experience team:

☎ (08) 7074 1377

✉ HealthCALHNConsumerExperience@sa.gov.au

If you aren't happy with our response, you can contact:

Health and Community Complaints Commissioner

☎ (08) 8226 8666

If you live in the country, you can call

☎ 1800 232 007

(do not use a mobile to call this number)

Office of the Public Advocate ☎ (08) 8342 8200

Disability and Mental Health Community Visitor Scheme ☎ 1800 606 302

For more information

Aboriginal Health and Wellbeing Hub
Level 3, Royal Adelaide Hospital, Adelaide 5000
☎ (08) 7074 0000

Consumer endorsement	Approved	Next scheduled review
13 July 2021	7 July 2021	1 July 2023



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Reviewed and endorsed
by CALHN consumers



Know your rights

When using Central Adelaide Local Health Network services



Health
Central Adelaide
Local Health Network

Access

You have the right to:

- find out what services are available
- use the services that suit you best.

Safety

You have the right to be safe while using CALHN services. You should not be abused, hurt or treated badly.

Quality

CALHN services must:

- do a good job
- meet your needs.

The people working in these areas must be trained and good at their jobs.

If they make mistakes, they must tell you:

- what happened
- what will be done to stop the same mistake happening again.

Respect

Our staff must treat you with respect. They must be polite and care about you. They must understand how your culture and life experience affect you.

This includes respecting:

- your family
- your connection to country
- how old you are
- whether you are a man or woman
- your lifestyle.

All of these things are an important part of who you are.

Information

You have the right to find out about:

- what services there are
- how the services work
- how you can get services
- how much services cost.

You should have an interpreter if you need one.

You have a right to get information you can understand. You can ask for more information if you need it.

Taking part

You have a right to:

- ask for help or advice
- be a part of all the decisions that are made about you
- make choices and decide what you can do if you do not want something to happen
- have a friend, family member or person you trust help you or make decisions for you.

Privacy

Your information is private. Information about you can only be shared with other people if you say it is ok.

Sometimes information is required by law. In these cases, it can be shared without your permission.

Information about you must be kept in a safe place. You can ask to see any information kept about you.

You can choose to share information about yourself. You can ask us to share your information with a friend, family member, person you trust, or another support person.

Comment

You have the right to comment or complain.

You can tell us:

- when something goes well
- if there is a problem.

You should not be treated unfairly for telling someone there is a problem.

CALHN should try to fix your concerns as soon as possible.

They should let you know what is being done about your complaint.

You have a right to ask for help to make a complaint.

You can have a friend, family member, person you trust, or another support person help you with a complaint.

You have a right to know how your complaint has helped improve the service for yourself and others.