

Who you can talk to

If you are worried, you should talk to the staff who are looking after you:

- nurses
- doctors
- social workers
- allied health staff.

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

☎ (08) 7074 1377

If you are not happy with our answers, you can contact one of the following organisations:

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

You can learn more about the SA Health rules about health services at sahealth.sa.gov.au



Consumer Experience team

Royal Adelaide Hospital

Port Road

Adelaide 5000

☎ (08) 7074 1377

✉ HealthCALHNConsumerExperience@sa.gov.au



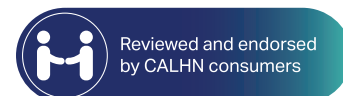
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We can arrange an interpreter for you if English is not your first language. Please ask staff for more information.

Information in this document does not constitute medical advice and is for general information only. Readers should always seek independent professional advice where appropriate.

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



Know your rights

When using Central Adelaide
Local Health Network services



Government
of South Australia

Health
Central Adelaide
Local Health Network

Central Adelaide Local Health Network (CALHN) is a health service



Everyone uses health services.



Health services help people look after themselves.

CALHN includes services at:

- 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 staff include doctors, nurses and other health care workers.

There are rules on how CALHN provides services

CALHN's services must:

- ✓ be easy to find
- ✓ be safe
- ✓ be good quality
- ✓ respect you
- ✓ give you information in a way that you can understand
- ✓ listen to you when decisions are made about you
- ✓ keep your private business private
- ✓ help you give feedback about them.

CALHN services must not:

- ✗ hurt you
- ✗ abuse you
- ✗ ignore you
- ✗ neglect you
- ✗ silence you.

Talk to us if you are worried about your care



We can help you if you want to talk about a problem with a service.



We will listen to you.



We will not take sides.



We will help you for free.



We will help you complain about a service if you want to do that.



We can find out what happened.



If there have been mistakes, we will check to make sure it does not happen again.



We can find the right person to help you.