

**Your  
feedback  
is important  
to us**

Northern NSW Local Health District values feedback. Feedback means compliments, complaints or suggestions.

Compliments show us what is working well and help us recognise the good work of our staff. All feedback can help us make our services better for everyone.

### How to give us feedback

You can do so in person, by phone or in writing. You can use the feedback form on this brochure, or complete the online feedback form on our website (scan QR code below). Compliments will be forwarded to staff.



### Who can give us feedback?

- The person affected by the issue, or:
- Someone on their behalf (family member, carer, friend, consumer advocate, a Member of Parliament, the Minister for Health)
- A staff member on their behalf
- Any person concerned about health care

You do not have to tell us your name or contact details. If you are giving feedback on behalf of someone else, please note we may not be able to give you certain information due to privacy and confidentiality reasons.

## Giving feedback

In order of preference, we suggest you:

### Option 1: Speak to staff

Please speak to a staff member at the time the issue comes up. You can also ask to speak to a staff member in charge. Telling staff at the time gives them the chance to fix a problem if they can.

### Option 2: Contact the service/facility

If you are not happy with the response or you want to give feedback at a later time, contact the service or facility where you were when the issue happened.

Service contact information is on our website [nswlhd.health.nsw.gov.au](https://nswlhd.health.nsw.gov.au)

### Option 3: Contact Consumer Relations

If you are not comfortable giving feedback to staff directly involved or you feel your feedback has not been dealt with properly please contact:

**Email** [NNSWLHD-ConsumerRelations@health.nsw.gov.au](mailto:NNSWLHD-ConsumerRelations@health.nsw.gov.au)

**Phone** 1800 108 078 (toll free)

**Post** Consumer Relations Manager  
Northern NSW Local Health District  
Locked Mail Bag 11,  
Lismore NSW 2480

### Option 4: Contact the Complaints Commission

The NSW Health Care Complaints Commission is not part of NSW Health, and can independently investigate complaints.

**Web** [hccc.nsw.gov.au](https://hccc.nsw.gov.au)

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

**Phone** 1800 043 159 (toll free)

**Post** PO Box K549,  
Haymarket NSW 1240



## Feedback form

Write any feedback on the other side of this page.

### How to submit this feedback form

#### Option 1: Hand it to the receptionist.

#### Option 2: Post it to us at

Consumer Relations/Privacy Manager,  
Northern NSW Local Health District,  
Locked Mail Bag 11, Lismore, NSW 2480

#### Option 3: Scan or photograph and email to

[NNSWLHD-ConsumerRelations@health.nsw.gov.au](mailto:NNSWLHD-ConsumerRelations@health.nsw.gov.au)

### Your details

You do not have to provide personal details if you do not want to.

Your name: \_\_\_\_\_

\_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

### Please tick below

- ☐ Call/email me so I can give you more information
- ☐ I would like a response to my feedback
- ☐ No response required

## Your privacy

We take your privacy seriously. If you give us feedback it will not be on your medical record and will be kept confidential.

If you have any questions about the privacy of your personal information, please contact the Privacy Contact Officer:

**Email** [NNSWLHD-ConsumerRelations@health.nsw.gov.au](mailto:NNSWLHD-ConsumerRelations@health.nsw.gov.au)

**Phone** 1800 108 078 (toll free)

## Special Assistance

### Interpreter Service

Please ask staff if you or someone else needs this service.

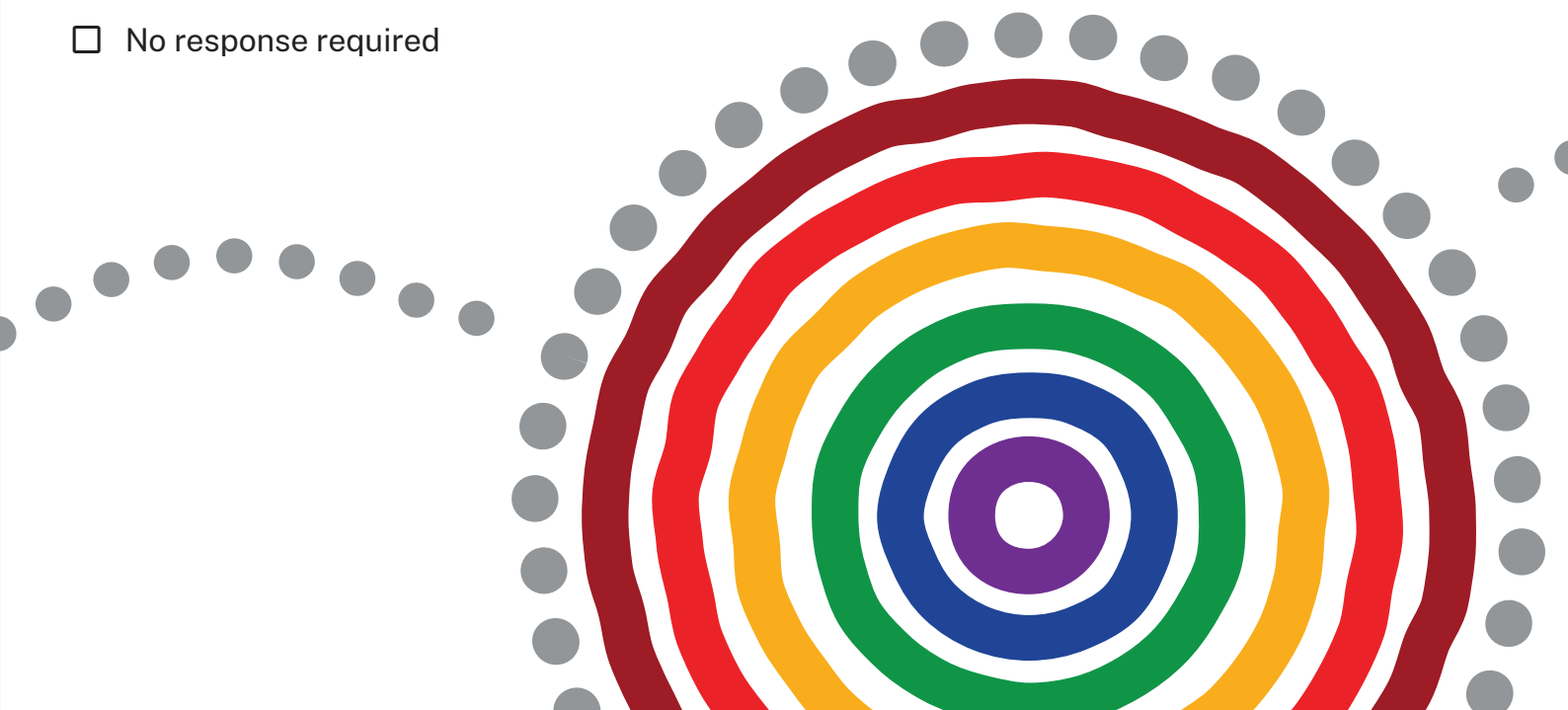
### Hearing impaired

We can help you access support, such as TTY (teletypewriter) services or hearing aid assistance.

We can also give you an “I Am Hearing Impaired” card to help when communicating with staff.

### Vision impaired

We can help with visual aids that may be needed during your care.



## Feedback Form

Please write your feedback below.

Please provide as much information as possible, including the date and the people involved.

Site/service: \_\_\_\_\_

My Feedback: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

***Thank you for your feedback.***

*Adopted from the artwork of Jason King,  
Bundjalung artist from the North Coast of NSW.*

