

You may also wish to contact:

1. Advocacy Tasmania

Support for you to have your say and ensure your rights are protected.

Freecall 1800 005 131

www.advocacytasmania.org.au

2. Official Visitors Program

The Mental Health official visitors program in Tasmania operates independently from the Department of Health.

They visit facilities regularly, and can also be contacted to discuss any concerns from, or on behalf of, people receiving care in mental health inpatient units.

1800 001 170

officialvisitors@ombudsman.tas.gov.au

www.officialvisitors.tas.gov.au

4. Health Complaints Commissioner

If you have made a complaint and are not happy with the outcome, you can contact the Health Complaints Commissioner

1800 001 170

health.complaints@ombudsman.tas.gov.au

www.healthcomplaints.tas.gov.au

Contact in business hours:

South 1800 811 911
south.feedback@ths.tas.gov.au

North 1800 008 001
north.feedback@ths.tas.gov.au

North 1800 062 322
West northwest.feedback@ths.tas.gov.au



Tasmanian Health Service buildings are smoke-free sites.

Statewide Mental Health Service welcomes feedback from clients, carers, families and support organisations to help us improve care.



The Tasmanian Health Service integrates acute, primary and community services. This integration has given service providers the flexibility to ensure people have the best services we can provide, as close as possible to where they live.

Statewide Mental Health Services deliver consumer centred services focused on improving health outcomes. Our services include inpatient facilities and community teams.



Interpreter



We welcome your feedback

Have an idea to improve our service?

Happy with care?

Not happy with care?

Your guide to making a suggestion, compliment or complaint

Have your say.

We welcome your feedback about Mental Health Services or Alcohol and Drug Services in Tasmania.

Read on to find out how you can provide feedback about your care, or someone you care for, including making a complaint.

1. Please talk with a member of our team at the service you attend. They will assist you.
2. Ask for a feedback form to provide written feedback. Send in by email or phone for the address in your region.
3. You can also provide your feedback over the phone, contact numbers on the back page.
4. If you are making a complaint and would like a response please provide contact details.

Are you giving feedback for someone else?

If you would like us to investigate and respond we are required to get their consent to share personal information.

You will have this explained on the phone, or be contacted to discuss consent after your feedback is received by email or mail.

Talk to us.

We want to hear from you and welcome the chance to resolve any concerns.

If you make a complaint, you can be assured that;

- it will be handled sensitively and confidentially
- it will not affect the quality of your ongoing care
- special needs and circumstances will be taken into account
- you will be informed about the progress and outcome of your complaint
- Personal information will be protected and consent to provide information will be obtained if a complaint is made on behalf of someone else.

How do I make a complaint?

1. Talk with a member of our team. They may be able to resolve your concern.
2. Fill in a feedback form. You can ask a staff member to assist you to fill in the form.
3. Contact our Consumer Engagement team during business hours

For Alcohol and Drug Services and Forensic Mental Health Services in all areas please contact South.

South

Email: south.feedback@ths.tas.gov.au
Phone: 1800 811 911

North West

Email: northwest.feedback@ths.tas.gov.au
Phone: 1800 062 322

North

Email: north.feedback@ths.tas.gov.au
Phone: 1800 008 001

Would you like a response?

Ensure you provide a current phone number, email and/or mailing address.

Thank you 😊

Your feedback will help us improve our service.

What happens next?

If you have asked for a response, your feedback will be acknowledged.

We will contact you with details of our process, and when you should hear further from us regarding your feedback or complaint.

Senior team members will look into all complaints, and you may be contacted and asked for more details.