



Northern
Territory
Government

DEPARTMENT OF HEALTH AND COMMUNITY SERVICES



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What will the Department of Health and Community Services do with your comments or complaints?

Your concerns will be treated individually, sensitively and confidentially. The person you speak to will find the quickest and most appropriate way to deal with your complaint.

Health and Community Services Complaints Commission

The Commission is a statutory body that encourages service users and providers to resolve complaints directly with each other but provides independent complaint resolution assistance if this is not possible.

Contact details

Your service manager/contact is:

Telephone:

www.nt.gov.au/health

Tell us about it!
It's your right

If you have any, feedback, concerns, queries, complaints or compliments regarding your experience with the Department of Health and Community Services ... we want to know!

www.nt.gov.au/health

Tell us about it!

● What you can expect

- to have access to information which allows you to participate actively in your own health care
- to maximise your ongoing care
- to have your personal privacy and confidentiality respected
- to be treated with care, dignity and respect
- to be assisted in taking control of managing your own health and wellbeing
- to know the name of the person providing your care
- to have any concerns or queries about your health care responded to appropriately
- to have the right to refuse treatment, to the extent permitted by law.

● Your responsibilities are to:

- treat staff with respect and courtesy
- provide accurate and timely information about your health and wellbeing
- advise staff of any changes in your medication or treatment
- carry out your part of the agreed healthcare plan
- advise the relevant service outlet if you are unable to keep an appointment
- ensure service providers are not at risk while attending to your health care.

● Tell us, we want to know!

It is important to the Department of Health and Community Services that Territorians get the best possible service from our facilities. We are committed to providing high-quality services that are responsive, adaptable and reflect individual and community needs. You can assist us by providing feedback on your experience with the Department's services.

● How do you comment or make a complaint?

Your complaint or comments may be directed to the staff member providing the service or if you prefer, to that person's manager.

A supervisor may be able to resolve the complaint immediately. If this is not successful then the complaint should be lodged with the service manager.

If you are not satisfied with the outcome, other ways to communicate your concerns are available.

● A complaint may be lodged:

- in writing - you may ask for a complaint form or write a letter
- by telephone
- in person.

Letters/complaints should be directed to the manager of the service you are using. You will get a response within a short time.