













# Tell us what you think

## Client Feedback

### We like to hear from everyone who uses our services.

-  **Online** at [www.dhs.sa.gov.au](http://www.dhs.sa.gov.au)
-  **Fill out the attached form** and return it to: DHS Client Feedback  
GPO Box 292 Adelaide SA 5001
-  **Phone** (08) 8413 9072
-  **National Relay Services**  
TTY/Voice calls 133 677  
**Speak and Listen** 1300 555 727
-  **Fax** (08) 8413 8143
-  **Email** [DHS.ClientFeedbackandComplaints@sa.gov.au](mailto:DHS.ClientFeedbackandComplaints@sa.gov.au)
-  **Visit** one of our offices

### What happens to my feedback?

-  We will share your **compliment** with the person or area.
-  We will pay attention to your **complaint** right away and try to find a solution. We will tell you what happens with your complaint.
-  We will find the right person to look into your **suggestion**. We will tell you what happens with your feedback.

### If you are not happy with our response, you can contact:

-  **Feedback Coordinator**  
(08) 8413 9072
- Health and Community Services Complaints Commissioner**
-  (08) 8226 8666  
1800 232 007 Country SA (land line)
-  PO Box 199, Rundle Mall  
Adelaide SA 5000
-  [www.hcscs.sa.gov.au](http://www.hcscs.sa.gov.au)
- Ombudsman SA**
-  1800 182 150
-  PO Box 3651, Rundle Mall  
Adelaide SA 5000
-  [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au)
-  [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)

### For more information, call:

- General enquiries** (08) 8413 9050
- Concessions Hotline** 1800 307 758
- Disability** 1300 786 117
- Screening** 1300 321 592
- Youth Justice** 1300 021 829

   /HumanServicesSA

# Tell us what you think | Client feedback form

First name: \_\_\_\_\_ Last name: \_\_\_\_\_

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

Phone: \_\_\_\_\_ Email: \_\_\_\_\_ Date: \_\_\_\_\_

 Compliment

 Complaint

 Suggestion




**I am a: (tick one box)**

- DHS client
- DHS client relative
- Other (specify)

**Feedback is for services by: (tick box)**

- Concessions
- Disability
- Housing
- Screening
- Youth Justice
- Other (specify)

**Contact me by: (tick box)**

-  Phone
-  Email
-  Letter

We collect, manage, use and disclose personal information in accordance with the Information Privacy Principles Instruction.

What you tell us is **private**.

We only use the ideas to help make our services better.

**What would you like to tell us?**

**What would you like to happen?**