












Tell us what you think

Client Feedback


We like to hear from everyone who uses our services.

-  **Online** at 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
-  **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
- Ombudsman SA**
 1800 182 150
-  PO Box 3651, Rundle Mall
Adelaide SA 5000
-  ombudsman@ombudsman.sa.gov.au
-  www.ombudsman.sa.gov.au

For more information, call:

- General enquiries** (08) 8413 9050
- Concessions Hotline** 1800 307 758
- 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
- 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?