## How providing feedback can help

Feedback is valuable because it informs us about what our community wants and expects and helps us to improve services. Providing feedback can also help to acknowledge your feelings and to exercise some personal control.

If you are at an overnight stay service e.g. The Woolshed or any of DASSA's withdrawal services, discuss any concerns with the manager in charge. If you are not at an overnight stay service, discuss any concerns with the person who is providing you with care or treatment. This helps to resolve issues quickly.

You are still welcome to submit feedback using this form or contact the Manager Clinical Support Services (DASSA) or Consumer Advisory Service (SALHN) if you are not happy with the way your feedback has been managed or resolved.

## What happens when you provide us feedback?

You can provide feedback in person, through an advocate, by phone or in writing.

If you provide verbal feedback, the person you talk to will take notes and then check the details with you to make sure they have been recorded accurately.

If you make a complaint in writing, you will receive acknowledgment within two working days of receipt. The person responding will either call you or write back for further information if necessary.

Your contact will advise you of who will be dealing with your complaint and how you can contact them. You will be involved in any decisions that may need to be made to resolve the matter. Your complaint will be investigated as quickly as possible.

Some complicated complaints may take a while to resolve,

If you are not satisfied with the way your complaint is handled, you can contact:

**Statewide Clinical Director**
**Drug and Alcohol Services SA (DASSA)**
91 Magill Road, Stepney SA 5069
Ph: 7425 5000
Email: HealthDASSAGeneral@sa.gov.au
www.sahealth.sa.gov.au/dassa

or

**Health and Community Services Complaints Commissioner**
Ph: 8226 8666 or 1800 232 007
(freecall outside Adelaide metropolitan area)
www.hcscc.sa.gov.au

## For more information

**Alcohol and Drug Information Service (ADIS)**
**Phone: 1300 13 1340**
**(8.30am to 10pm every day)**
Confidential telephone counselling and information.

**SCAN ME**
Become a member of the Community Partnership Program to stay updated on DASSA's improvement processes.

If you require this information in an alternative language or format please contact Drug and Alcohol Services South Australia on the details provided above and they will make every effort to assist you.

https://creativecommons.org/licenses/

© SA Health, Government of South Australia. September 2024. DASSA:00265

Government of South Australia
SA Health

Reviewed by DASSA Community Advisory Partners

Drug and Alcohol Services South Australia

# Client, carer and community feedback

A process for community members to provide feedback to DASSA

**SCAN ME**

Government of South Australia
SA Health

DRUG and ALCOHOL SERVICES SOUTH AUSTRALIA

## A chance to have your say

DASSA aims to provide the highest quality service possible. You can help us do this by telling us what you think. You can make a suggestion, complaint or compliment by providing your feedback.

When you tell us your views, we take on your feedback and, where possible, make changes to improve our service. You should feel free to express any views openly and be assured that you will not be treated adversely as a result.

Any feedback received is treated confidentially and only discussed with the people directly involved. You may have a family member, advocate or friend with you when you are talking to us.

Maintenance pharmacotherapies and Withdrawal Services have an appeal process you can access if you have a complaint specifically to do with a clinical decision.

## Providing feedback

You can fill out the tear-off section of this brochure and give it to a staff member or email us at:

Drug and Alcohol Services South Australia
Email: HealthDASSAGeneral@sa.gov.au

## Tips for making complaints

First contact - When first contacting staff, make it clear you want to make a complaint.

Act quickly - Make your complaint as soon as possible. The longer you wait, the less clear the facts can become, and the issue can become more difficult to resolve.

Talk to local staff first - Many complaints can be resolved quickly and easily by local staff who are often in the best position to help you. Ask to speak with the manager of the facility and tell the manager you would like to raise an issue.

Make it clear - Try to summarise your complaint clearly. If details are necessary, set out the order in which things happened (preferably with dates) and provide a description of the incident.

Take on the problem, not the person - The issue raised in your complaint may have been an innocent mistake or oversight that would not normally happen. Getting angry may encourage people to defend their actions, so it is important you give them a chance to respond to your concerns in the first instance.

A letter or personal contact is sometimes best - It is best to make an appointment with the manager or send a letter to DASSA's Statewide Clinical Director for follow up with the manager. Some people find making a complaint by telephone frustrating because they don't get to speak to the person responsible.

Keep a record - Keep copies of all letters written by you (or to you) and notes on telephone calls or meetings. Don't forget to ask who you are speaking to and for their position/profession in the organisation. These can be referred to later if required.

**If you are not the client**

For feedback or complaints regarding care provided to another person (friend or relative), we cannot give you any information about the service provided to someone, without their consent. You will need to complete a **Patient Authority Form** and include this with your feedback. To obtain this form, speak to a staff member or call DASSA on 7425 5000.

**Consent form attached** Yes ☐ No ☐

Client name: .....
Client date of birth: .....
Client address: .....
.....

Thank you for your feedback. The information you give will help us to improve the services we provide to you. Your personal information will be kept private and only passed on to those involved in considering your feedback or resolving your complaint.

## What DASSA feedback do you have?

**Your Name:** _____

**Phone:** _____

**Email:** _____

**Date:** _____

**Please indicate the type of feedback you are providing:**

Compliment ☐ Suggestion ☐ Complaint ☐

**The client (i.e. the person who received care or treatment) is an:**

Overnight stay ☐ Outpatient ☐ Other ☐

**The DASSA service attended:**

Alcohol and Drug Information Service ☐ Woolshed ☐
Withdrawal services ☐ Outpatient services ☐
Aboriginal services ☐ Other ☐

**Feedback:** _____

_____

_____

_____

_____

_____

_____

_____

**What I would like done with my feedback:**

_____

_____

_____

**Your signature:** _____

**Date:** _____

Fill out this tear-off section and give to a staff member
or email us at: HealthDASSAGeneral@sa.gov.au
or post to: 91 Magill Road, Stepney SA 5069