

Statewide Mental Health Services

Feedback form | July 2022



Fill in this form to have your say. Your feedback will help us improve our service

Service/Location: _____ Date: _____

I am providing feedback on behalf of someone else (their name): _____

Tick one box to tell us what type of feedback you are providing:

Suggestion (Have an idea to improve our service?)

Compliment (Happy with our care?)

Complaint (Not happy with our care?)

Your Feedback

Tell us about your experience. What happened? When did this happen? Who was involved?

If you require additional space, please attach another page.

What would you like to happen now?

Is there a specific outcome you would like to achieve from your feedback?

Thank you. Your feedback will help us improve our service.

Do you want a response?

No

Yes (please provide details of how you would prefer to be contacted)

First name: _____ Last name: _____

Phone me on: _____

Email me at: _____

Write to me at: _____

To return this form

- Hand in to reception or place in suggestion box at our service
- Scan and email (see contact details below for your location)
- Post to GPO Box 1061, Hobart TAS 7001

We will contact you to acknowledge your feedback and look into any concerns. You will be provided with an outcome, usually within 35 days.

Contact Statewide Mental Health Services

Region	Phone	Email
North	1800 008 001	north.feedback@ths.tas.gov.au
North West	1800 062 322	northwest.feedback@ths.tas.gov.au
South	1800 811 911	south.feedback@ths.tas.gov.au

Where else can I get help?

For support to make a complaint you can contact Advocacy Tasmania

- Phone 1800 005 131
- Email advocacy@advocacytasmania.org.au

If you're not happy with our response you can contact the Health Complaints Commissioner

- Phone 1800 001 170
- Email health.complaints@ombudsman.tas.gov.au



Tasmanian Health Service buildings are smoke-free sites.

Statewide Mental Health Service welcomes feedback from clients, carers, families and other support 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.

