

Contact our
Corporate Office
for more information.

Do you have a
complaint about
Danila Dilba ?

Other complaints options

Complaints about **your health care** can also be made directly to the **Northern Territory Health and Community Complaints Commission:**

- by phone: 1800 004 474
- by email: hcscc@nt.gov.au
- or visit: www.hcscc.nt.gov.au

If you have concerns about how **your personal information** is being handled by Danila Dilba, you can contact the **Office of the Australian Information Commissioner:**

- by phone: 1300 363 992
- by email: enquiries@oaic.gov.au
- or visit: www.oaic.gov.au


If you have a complaint about Danila Dilba's **general management or governance**, you can contact the **Office of the Registrar of Indigenous Corporations:**

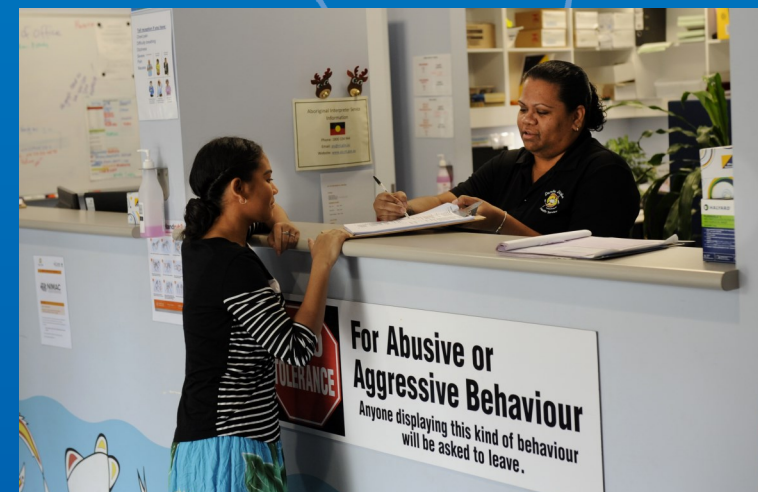
- by phone: 1800 622 431
- by email: info@oric.gov.au
- or visit: www.oric.gov.au



Corporate Office,
Level 2, Binyolkga Centre

32-34 Knuckey St,
Darwin NT 0800

 8942 5400



Danila Dilba
Health Service



www.ddhs.org.au

Danila Dilba Health Service is committed to high-quality, culturally-appropriate health care.

Where this does not happen, we recognise your right to make a complaint and that complaints help drive improvement in what we do.

Who can complain?

A complaint may be made by a client, or their carer, guardian or advocate, when they feel they have experienced:

- unacceptable conduct
- willful or serious misconduct
- poor service
- other behaviour that has made them unhappy with Danila Dilba, its staff, contractors or suppliers.



Our commitment to you...
Danila Dilba client service charter

Everyone has a right to health care. Danila Dilba Health Service (DDHS) is committed to providing high-quality, culturally-appropriate and respectful health care. People receiving care and giving care both have important roles to play in this.

Your rights
You have the right to:

1. **Safety.** Feel welcome, safe and secure.
2. **Respect.** Be treated with respect at all times in a culturally-appropriate manner.
3. **Communication.** Be informed about your treatment, care and options in words that you can understand.
4. **Know and understand.** Be included in decisions and choices about your treatment, and to give withhold or withdraw consent at any time.
5. **Participation.** Choose what options and choices you want for your best treatment.
6. **Openness.** See any information about your health or care.
7. **Privacy.** Have your personal information kept secure, private and confidential, and to be able to see that information or agree to someone else seeing it.
8. **Non disclosure.** We will not give your personal information to anyone else without your permission unless there is a serious threat to your life, wellbeing or safety or unless the law says we must.
9. **Consent.** Express an opinion about your care and to make a complaint without fear.
10. **Complaint.** Have your complaints dealt with quickly, fairly, confidentiality and openly.

Your responsibilities
You can help meet these rights by:

1. **Respecting** other clients, health service staff, and DDHS buildings and resources.
2. **Taking responsibility** for decisions you make about your health and care.
3. **Being on time** appointments or letting DDHS know if you can't make them, and being **sober** for appointments.
4. **Being as open and honest** as you can, and letting DDHS know if your health changes.
5. **Asking questions** if you don't understand.

If you feel these commitments have not been met by Danila Dilba Health Service, please ask reception for a copy of our Complaints Form, or ask for help to make a complaint.

We also love to hear positive feedback!
Please ask reception for a feedback form.

A complaint may also be made if it is felt that the Danila Dilba Client Service Charter has not been met.

How can I make a complaint ?

Written – on the Danila Dilba complaint form, by letter or email.

You can discuss how to make a complaint over the telephone or directly to a manager.

Please ask reception if you would like a copy of our complaint form and if you need help to fill it out. You might prefer to take the form away to fill in and post it back to us.

Tips for making a complaint

Think about the things that you want to complain about and how to clearly explain them. Sometimes it helps to make a list.

- make a summary of what happened including names and dates, and why you want to complain
- complain as soon as possible after the incident
- think about what you would like to happen about your complaint
- keep a record of discussions or letters about your complaint
- try to keep calm when speaking with staff
- try to be realistic about outcomes you want
- ask a friend, relative or other non-legal support person to be with you when you speak with us.



Our commitment

To deal with complaints quickly, fairly and openly while respecting privacy and confidentiality, Danila Dilba will:

- always treat complaints seriously and aim to provide a suitable solution
- avoid delay as this can cause more Distress
- keep people who make complaints informed of progress and provide clear reasons for decisions
- be guided by impartiality, natural justice and procedural fairness
- ensure there are no consequences for people who make complaints
- ensure complaints-handling staff are professional.