

Self-advocacy resources

Here's how to give **feedback** or place a **complaint** if you've had an issue with your healthcare.



Step 1

Say something

If the issue is with a hospital

Contact the hospital's **consumer liaison team** or their patient feedback service.

Or for issues with a clinic or GP

Contact the **practice manager**.

"I spoke with the hospital's consumer liaison team. I was nervous, but **I wanted them to know** I felt that something wasn't right."

If it is **not** resolved you have a few options.

Option A

Contact the Health and Disability Services Complaints Office

hadsco.wa.gov.au



Option B

Share your experience on the **Care Opinion Australia** website

For **public hospitals**, you can give **anonymous feedback** via the Care Opinion public forum.

careopinion.org.au

Once posted, your story **will be responded to** by the service **within 72 hours.**



Option C

Is the issue to do with your practitioner?

You can report a concern about a health practitioner to the **Australian Health Practitioner Regulation Agency (Ahpra)**.

Tip: you can check the 'Register of practitioners' to make sure they are **allowed** to practice, and any conditions of practice on **ahpra.gov.au**



Remember

It is your healthcare
right to give feedback

"I didn't know if my
issue was 'big enough.'
Now I know it's okay to
ask questions. And I
know, I have the right
to give feedback."

We all have
health rights!

Need more support?

Not feeling heard?

Not sure what to do next?

Need back up?

Visit our website
for FREE resources
letter templates
and **fact sheets**.

We're here to back you
up with online resources,
self-advocacy workshops,
and our independent
Individual Health Advocacy
Service (IHAS).



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