

At Hunter New England Health we aim to provide you with the best health care possible.

We welcome your feedback so we can better understand what is working well and how we can improve our services.

There are a number of ways you can tell us about your experience:

- **Speak directly to staff**  
They may be able to resolve your concerns immediately. If a staff member is unable to assist you, or you feel your issue has not been addressed adequately, please ask to speak with a manager.
- **Call the hospital or health service**  
You can call the hospital/service and ask to speak to a manager of the ward where you were being cared for. Contact numbers can be found at [hnehealth.nsw.gov.au](http://hnehealth.nsw.gov.au) under the Facilities tab.
- **Call the feedback line - 1800 605 172**  
The feedback line is attended during business hours, Monday to Friday from 8.30am to 5pm.
- **Write to us**  
You can complete the online feedback form or print and complete a feedback form and return it to:

Hunter New England Health  
Strategic Relations and Communication  
Locked Bag 1  
New Lambton NSW 2305

Both the online and printable forms are available at  
[hnehealth.nsw.gov.au/Feedback](http://hnehealth.nsw.gov.au/Feedback)

If you feel your concern has not been managed appropriately, you can escalate to the manager of the hospital or service or write to the Chief Executive, Locked Bag 1, New Lambton NSW 2305.

If you are not satisfied with Hunter New England Health's response to your concerns, you can contact the following independent organisations:

## Health Care Complaints Commission

Locked Mail Bag 18  
Strawberry Hills NSW 2012  
Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)  
Toll free: 1800 043 159

## NSW Ombudsman

Toll free: 1800 451 524  
Email: [nswombo@ombo.nsw.gov.au](mailto:nswombo@ombo.nsw.gov.au)

## Information & Privacy Commission

Ph: 1800 472 679  
Email: [ipcinfo@ipc.nsw.gov.au](mailto:ipcinfo@ipc.nsw.gov.au)

## Compliments

If you have received care or attention that has exceeded your expectations, please let us know. We will make sure your appreciation reaches the staff member/s involved.

To make a compliment you can:

- Contact the manager of the hospital or service
- Call the feedback line on 1800 605 172
- Write to the Chief Executive, Locked Bag 1, New Lambton NSW 2305
- Complete the online feedback form or download our printable feedback form

## Deaf, hearing impaired or speech impaired

If you have hearing or speech impairments, you can contact Hunter New England Health through the National Relay Service (NRS).

Simply call 133 677 and provide the number you want to call (e.g. our feedback line: 1800 605 172).

For more information go to  
[www.relayservice.gov.au](http://www.relayservice.gov.au)

## Interpreter Services

If you require an interpreter service, you can ask a staff member or call 4924 6285.