

HAVING YOUR SAY IN MATERNITY CARE IN WESTERN AUSTRALIA

You've had a baby – and you are not happy with the care that you and your baby received. What now?

It is really important to let the service know that you are unhappy, and why. If they are not told, they will not be able to address the issue. The sooner the better, but you can lodge a complaint up to 2 years after the event.

- Step One – if you have birthed at a hospital there will be a Customer Services Unit (or similar) that will be able to deal with your complaint. Many hospitals have Patient Advocates who can assist you and act as liaison between you and the hospital. A contact list for Hospitals appears below. Ring and double check what their process is. Hospitals may also have a website which can provide you with further guidance.
- Step Two – it is better to submit a written complaint. Try to be concise and keep it to one or two pages with all the main information: It is best to ask the person to contact CSU and they will advise of the process and take the complaint down. There are two ways of dealing with the complaint, formal and or informal
 - Date and time of incident(s)
 - Your concerns about what happened
 - What would resolve the issue for you

Some hospitals have online forms that you can download and fill in.

If you are having difficulty with this, contact the Health Consumers Council on 9221 3422 and they will be able to help you to write your letter.

You can obtain a copy of your own records by contacting the Freedom of Information Officer (public hospitals) or the Privacy/Medical records (private hospitals). You will need to check with the service if there is a charge for this.

- Step Three – Send your letter in and await the response. For public hospitals they will normally respond within one month. We contact the person on receipt of their letter and ask what they want to happen from the process. It takes 6 weeks to get a response from a formal complaint. They may just send a written response, or they may suggest a meeting with you.

- Step Four – if you are not happy with the outcome, you can refer the complaint to the Health and Disability Services Complaints Office (HADSCO) 9323 0600. They will ask you if you have contacted the provider directly yourself to try to resolve the matter first.

HADSCO may be able to assist you in setting up a meeting with representatives from the health service and yourself and a support person if you would like one. A trained conciliator will facilitate the meeting to try to gain a resolution of the complaint. This process of conciliation is voluntary and confidential.

Having a support person is highly recommended – the Health Consumers' Council can assist with this or you can take a trusted friend.

If HADSCO is not able to arrange a meeting they may be able to obtain a written response for you from the hospital or health service.

- Step Five – If your complaint is regarding a registered health service practitioner HADSCO is required by law to submit a Notification to the Australian Health Practitioner Regulation Authority (AHPRA). HADSCO and AHPRA will then determine which agency is most appropriate to deal with your complaint. You will be advised of the outcome of this decision.
- Should you choose not to make a complaint to HADSCO you may direct a complaint about a registered health service practitioner to AHPRA. Phone AHPRA on 1300 419 495 and ask to speak to a Notifications Officer in your state or territory for help and information.
- Most public hospitals (and some private hospitals) have Community Advisory Councils that provide feedback to the executive of the hospital on matters involving consumer and community issues. You may wish to raise your concerns with the Community Advisory Council at the relevant hospital.

<p>Health Consumers' Council 08 9221 3422 www.hconc.org.au</p>	<p>Health and Disability Services Complaints Office 08 9323 0600 www.hadsko.wa.gov.au</p>	<p>AHPRA: 1300 419 495 www.ahpra.gov.au</p>
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Hospital Listings below appear on the Having a Baby website

www.health.wa.gov.au/havingababy/home/

Perth Maternity Hospitals:

Attadale Private Hospital (private)

21 Hislop Rd, Attadale, 6156 ph: 08 9330 1000

Bentley Health Service (private) (public)

Mills St, Bentley, 6102 ph: 08 9334 3666

Coastal Private Hospital (private)

cnr Willmott, Gnangara Drv, Waikiki, 6169 ph: 08 9550 0222

Galliers Private Hospital & Specialist Centre (private)

3056 Albany Highway, Armadale, 6112 ph: 08 9391 1000

Glengarry Private Hospital (private)

53 Arnisdale Rd, Duncraig, 6023 ph: 08 9447 0111

Joondalup Private Hospital (private)#(public)#(BFHI)

Joondalup Health Campus, Shenton Ave, Joondalup, 6027 ph: (08) 9400 9999

Kalamunda Hospital & Health Service (private)#(public)

Elizabeth St, Kalamunda, 6076 ph: 08 9293 2122

Kaleeya Hospital (private)#(public)

Wolsely Rd, East Fremantle, 6158 ph: 08 9319 0300

King Edward Memorial Hospital For Women (private)#(public)#(birth centre)#(BFHI)

374 Bagot Rd, Subiaco, 6008 ph: 08 9340 1800

kemhcsu@health.wa.gov.au

Mercy Hospital Mt Lawley (private)

Thirlmere Rd, Mt Lawley, 6050 ph: (08) 9370 9222

Osborne Park Hospital (private)#(public)

Osborne Pl, Stirling, 6021 ph: 08 9346 8000

Peel Health Campus

110 Lakes Rd, Mandurah, 6210 ph: (08) 9531 8000



[Rockingham-Kwinana District Hospital](#) (private)#(public)
Elanora Dr, Rockingham, 6168 ph: 08 9592 0600

[St John of God Health Care Murdoch](#) (private)
100 Murdoch Drv, Murdoch, 6150 ph: 08 9366 1111

[St John of God Health Care Subiaco](#) (private)
175 Cambridge St, Subiaco, 6008 ph: 08 9382 6111

[Swan District Hospital](#)
Eveline Road, Midland, 6056 ph: (08) 9347 5582

[Woodvale Private Hospital for Women](#) (private)
231 Timberlane Dr, Woodvale, 6026 ph: 08 9309 3222

Rural, Regional and Remote Maternity Units

[Geraldton Regional Hospital](#) (public)
Shenton St, Geraldton, 6530 ph: (08) 9956 2222

[Kalgoorlie Regional Hospital](#) (private)#(public)#(BFHI)
Piccadilly St, Kalgoorlie, 6430 ph: 08 9080 5888

[Northam Regional Hospital](#) (private) (public)
Robinson St, Northam, 6401 ph: 08 9690 1300

[St John of God Health Care Geraldton](#) (private)
Hermitage St, Geraldton, 6530 ph: 08 9921 1233

[Broome District Hospital](#) (public)
Robinson Rd, Broome, 6725 ph: 08 9192 9222

[Carnarvon Regional Hospital](#) (private) (public)
Clever St, Carnarvon, 6701 ph: 08 9941 0555

[Derby Regional Health](#) (public)
Clarendon St, Derby, 6728 ph: 08 9193 3333

[Kununurra District Hospital](#) (private) (public)
96 Coolibah Drive, Kununurra, 6743 ph: 08 9168 1522

[Nickol Bay District Hospital](#) (private)#(public)
Millstream St, Karratha, 6714 ph: 08 9144 0330



Port Hedland Regional Hospital (private) (public)
Kingsmill St, Port Hedland, 6721 ph: 08 9158 1666

Tom Price District Hospital (private) (public)
Mine Rd, Tom Price, 6751 ph: 08 9189 1199

Albany Regional Hospital (private) (public)
Warden Ave, Albany, 6330 ph: 08 9892 2222

Bridgetown District Hospital (private) (public)
Peninsula Rd, Bridgetown, 6255 ph: 08 9761 1166

Bunbury Regional Hospital (private) (public)
Bussell Hwy, Bunbury, 6230 ph: 08 9722 1000

Busselton District Hospital (public)
Mill Rd, Busselton, 6280 ph: 08 9752 1122

Collie District hospital (private) (public)
Deakin St, Collie, 6225 ph: 08 9734 1333

Denmark District Hospital (private) (public)
Strickland St, Denmark, 6333 ph: 08 9848 1201

Esperance District Hospital (private) (public)
Hicks St, Esperance, 6450 ph: 08 9071 9222

Katanning District Hospital (private) (public)
Clive St, Katanning, 6317 ph: 08 9821 1011

Margaret River District Hospital (private) (public)
Farrelly St, Margaret River, 6285 ph: 08 9757 2000

Narrogin Regional Hospital (private) (public)
Williams Rd, Narrogin, 6312 ph: 08 9881 0333

Plantagenet District Hospital (private) (public)
Langton Rd, Mount Barker, 6324 ph: 08 9851 1422

St John of God Health Care Bunbury (private)#(public)
Bussell Hwy, Bunbury, 6230 ph: 08 9722 1600

Warren District Hospital
Hospital Ave, Manjimup, 6258 ph: (08) 9777 0300