

Who can I contact if I'm still concerned?

Health Complaints Commissioner Victoria

Level 26, 570 Bourke St MELBOURNE 3000

Toll Free: 1300 582 113

E-mail: hcc@hcc.vic.gov.au

The Ombudsman

Level 2, 570 Bourke St MELBOURNE 3000

Telephone: 9613 6222

Free Call: 1800 806 314

E-mail: ombudvic@ombudsman.vic.gov.au

Office of the Public Advocate

Level 1, 204 Lygon Street, CARLTON 3053

Toll Free: 1300 309 337

<http://www.publicadvocate.vic.gov.au>

Elder Rights Advocacy

Level 2, 85 Queen St MELBOURNE 3000

Telephone: 9602 3066

Free Call: 1800 700 600

<http://era.asn.au>

Aged Care Complaints Commissioner

GPO Box 9848 MELBOURNE VIC 3000

Free Call: 1800 550 552

www.agedcarecomplaints.gov.au

Mental Health Complaints Commissioner

Level 26, 570 Bourke Street

MELBOURNE VIC 3000

Free Call: 1800 246 054

E-mail: help@mhcc.vic.gov.au

www.mhcc.vic.gov.au

Peninsula Health Customer Relations contact details

Customer Relations

Safer Care Unit

Frankston Hospital

PO Box 52

FRANKSTON 3199

Telephone: 9784 7298

Email: customer.relations@phcn.vic.gov.au

Disclaimer: The information contained in this brochure is intended to support not replace discussion with your doctor or health care professionals.

Print Code: 13070 – June 2018

Authorising Department: Quality & Customer Services

Peninsula Health

PO Box 52

Frankston Victoria 3199

Telephone (03) 9784 7777

www.peninsulahealth.org.au



Please tell us about your healthcare experience



Thanks for sharing your feedback with us!

Your feedback is important to us

Peninsula Health cares about you and welcomes feedback on the services it provides. We encourage you and your family to give us feedback about your healthcare experience

You may:

- Provide a compliment about a staff member or service
- Make a suggestion about an improvement
- Raise a concern or a complaint

This will help us to better understand the needs of our patients, clients, residents and visitors and improve our service.

Why tell us about your experience?

Feedback is about giving information in a way that offers Peninsula Health and/or the staff member the opportunity to feel their hard work was appreciated, or for the ongoing development to improve our services.

You know first-hand about the areas that work smoothly and those that don't, so we encourage you to provide honest feedback.

How can you tell us about your experience?

The following are ways for you to give your feedback:

- Speak with a staff member caring for you or the manager of the ward, department or service. They should be able to assist you, and can often act upon your concerns directly
- Complete a consumer experience survey form available on the ward or department

What can you do if you have unresolved concerns or wish to make a complaint?

If your complaint is not resolved at a local level and you would like further assistance, you can contact customer relations via phone or email to discuss your concern (details overleaf).

Customer relations staff will:

- Acknowledge your concern
- Provide assistance and support in resolving your concerns
- Ensure that your complaint is investigated by the appropriate senior staff member and keep you informed during this process
- Arrange a meeting (if required)
- Ensure a response is provided at the end of the investigation
- Communicate to relevant senior staff suggested areas for improvement

Peninsula Health is committed to ensuring that all complaints are managed in a sensitive, effective and independent manner.

Your concerns or complaint will be treated respectfully and professionally. There will be no adverse outcomes to your healthcare.

You are welcome to include a support person (advocate) in all discussions.