

The **Aboriginal Hospital Liaison Officer** (AHLO) provides supportive, face to face, on-site assistance to Aboriginal and Torres Strait Islander patients & their families across Peninsula Health.

AboriginalHospitalLO@phcn.vic.gov.au

The **Disability Services Team** (DST) provides specialised support to persons with disabilities within our health service.
chdisabilityservices@phcn.vic.gov.au

Who can I contact if I'm still concerned or remain dissatisfied with our complaint response?

Health Complaints Commissioner Victoria

Free call: 1300 582 113

Email: hcc@hcc.vic.gov.au

The Ombudsman

Phone: (03) 9613 6222

Free Call: 1800 806 314 Email:
ombudvic@ombudsman.vic.gov.au

Contact details

Talk to the Research Team

The research team are here to help you! Feel free to ask them any questions about the trial or about anything you are unsure of.

You can contact the Office for Research via email researchethics@phcn.vic.gov.au or

03 9784 2679

Consumer Experience and Feedback Team

Safer Care Unit

Frankston Hospital PO Box 52 Frankston VIC 3199

feedback@phcn.vic.gov.au or (03) 9784 7298

To express interest on becoming a Clinical Trial Consumer Advisor, please contact the Peninsula Health Consumer Engagement Manager via email

consumerengagement@phcn.vic.gov.au

peninsulahealth.org.au



Peninsula Health

PO Box 52, Frankston, Victoria 3199
(03) 9784 7777

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Authorising Department: Health Information Services

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



Clinical Trials Feedback

Please tell us about your experience



Your feedback is important to us

Your feedback helps us learn what we are doing well and how we can enhance our clinical trial services at Peninsula Health.

We encourage you and your family to share feedback about **your clinical trial experience** so we can recognise what we did well or understand ways we could do better. We are committed to improving our service by listening to those who share their feedback.

Ways to tell us about your experience

- Speak with someone on your **research team** or research manager of the department running your clinical trial. Staff will always do their best to resolve your complaint as quickly as possible
- Complete an **online feedback form** via the Peninsula Health website or scan the QR code below:



- Complete a Clinical Trials and Research Participant Experience Survey.
- The questions are about your experience as a participant in a clinical trial and will take around 5–10 minutes to complete. Your feedback helps us improve how trials are run, strengthens communication and support, and ensures every trial reflects what truly matters to our community.
- The survey can be completed by yourself or your support persons at any stage of your trial.
- You can access the survey by scanning the QR code below. Alternatively, you can ask your research team to provide you with a paper version of the survey.



What can you do if you have further concerns?

If your initial complaint is not resolved by staff and you would like further assistance, please contact the **Consumer Experience and Feedback Team**:

Email: feedback@phcn.vic.gov.au

Phone: (03) 9784 7298

Consumer Experience and Feedback Team staff will:

- Listen to and acknowledge your concerns
- Provide assistance and support in resolving your concerns
- Ensure that your complaint is investigated by appropriate senior staff 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

Your concerns or complaint will be treated **confidentially** and with **respect**. You are welcome to include a support person (advocate) in all discussions.