

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

Health Complaints Commissioner Vic

Free call: 1300 582 113

Email: hcc@hcc.vic.gov.au

Mental Health and Wellbeing Commission

Free Call: 1800 246 054

Email: help@mhwc.vic.gov.au

Website: www.mhwc.vic.gov.au

The Ombudsman

Phone: (03) 9613 6222

Free Call: 1800 806 314

Email: ombudvic@ombudsman.vic.gov.au

Office of the Public Advocate

Free call: 1300 309 337

Website: www.publicadvocate.vic.gov.au

Elder Rights Advocacy

Phone: (03) 9602 3066

Free Call: 1800 700 600

Website: www.era.asn.au

Aged Care Complaints Commission

Free Call: 1800 951 822

Website: info@agedcarequality.gov.au

NDIS Quality and Safeguards Commission

Free Call: 1800 035 544

Website: www.ndiscommission.gov.au


Victims of Crime Commissioner

Free call: 1800 010 017

Email: enquiries@vocc.vic.gov.au

Contact details

Safer Care Unit – Consumer
Experience and Feedback Team

 (03) 9784 7298

 PO Box 52, Frankston Vic 3199

 Feedback@phcn.vic.gov.au

 Frankston hospital



peninsulahealth.org.au



Peninsula Health

PO Box 52, Frankston, Victoria 3199

(03) 9784 7777

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Authorising Department: Safer Care Unit

Disclaimer: The information contained in the brochure is intended



Please tell us about your healthcare experience

Your feedback is Important to us

At Peninsula Health, we welcome and value all feedback about our services. We encourage you and your family to tell us about your healthcare experience. Your feedback helps us understand what we're doing well and how we can improve. We are committed to making our services better by listening to what you have to say.

Ways to tell us about your experience

- Speak with a staff member or manager of the ward or service caring for you at the time. Staff will always do their best to resolve your complaint as quickly as possible
- Contact the Consumer Experience and Feedback Team
- Online feedback form via the Peninsula Health website or QR code on the back of this brochure
Email: feedback@phcn.vic.gov.au
Phone: (03) 9784 7298

Please note that our staff have the right to work in an environment free from aggressive or violent behaviour. Abusive language including swearing, name-calling and threats directed at our staff will not be tolerated. We thank you for your cooperation.

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 Consumer Experience and Feedback Team

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.

Are you worried?

You know yourself and your family member best. If a patient or carer is worried about a change we want to know.

1. Tell a nurse
2. Ask to speak to the nurse in charge
3. Call 1800 742 273

Need additional support?

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.

Email: AboriginalHospitalLO@phcn.vic.gov.au

The Disability Services Team (DST) provides specialised support to persons with disabilities within our health service.

Email: chdisabilityservices@phcn.vic.gov.au

