

Your Rights

You have the right to:

- ⇒ Provide feedback or make a complaint without it affecting the way you, or someone for whom you care, are treated
- ⇒ Have your concerns addressed in a transparent and timely way
- ⇒ Share your experience and participate to improve the quality of care and health services

Source: Australian Charter of Healthcare Rights

Privacy and Confidentiality

REDHS is committed to maintaining your privacy and keeping information about you confidential. We only collect information that is necessary for us to provide your care and treatment, to perform our functions and external reporting obligations.

Information that has been collected may be used to investigate any concerns you have raised in relation to the care we have provided.

If you remain dissatisfied with our response, you can contact the relevant health complaints agencies below for advice and support.

Interpreter services can be arranged upon request.



Acute Services / Community Care Services

Health Complaints Commissioner

Phone: **1300 582 113**

www.hcc.vic.gov.au

Aged Care clients or residents

Aged Care Quality and Safety Commissioner

Phone: **1800 951 822** (9am to 5pm weekdays) or leave a message

www.agedcarequality.gov.au

NDIS Services:

NDIS Quality and Safeguards Commission

Phone: **1 800 035 544** (free call from landlines), **1 800 035 544** (National Relay Service - if you are deaf or hearing impaired) or **TTY 133677**.

Interpreters can be arranged

Or submit online: <https://www.ndiscommission.gov.au/about/complaints>

ADVOCACY - If you would like independent support, or someone to speak on your behalf when raising your concerns, free advocacy services are available. These include the **Older Persons Advocacy Network (OPAN)** or **Elder Rights Advocacy (ERA)** that can be contacted on 1 800 700 600.

Rochester and Elmore District Health Service

Caring for our community

Tell Us



How did we do?

Hearing about your experience is important to us and helps us know what we are doing well and where we need to improve.

We welcome and encourage you to give us feedback . This might be

- ◆ A compliment about a staff member or service
- ◆ A suggestion for improvement
- ◆ A complaint or concern about treatment or care provided

We encourage you to talk to the healthcare team providing the care first, however you can also:

- ⇒ fill out this form and give it to a staff member or place it in one of the black feedback boxes throughout the facility, or
- ⇒ Send us an email at MyVoice@redhs.com.au, or
- ⇒ Write to PO Box 202, Rochester Vic 3561, or
- ⇒ Phone us on (03) 5484 4400
- ⇒ Post your story on Care Opinion Australia www.careopinion.org.au

What is the nature of your feedback?

Compliment Complaint Suggestion for Improvement

Do you wish to remain anonymous?

Yes No

You are welcome to provide feedback anonymously, however without this information we may be unable to adequately investigate your concerns.

Name of REDHS department:

Acute Ward Home Care District Nursing Administration
 Urgent Care Centre Community Care Yalukang Aged Care

Your details (person providing feedback)

Name: _____
 Address: _____
 Phone: _____ Email: _____

Your relationship to the person receiving care/services: _____

Name of person who received care or services (if different to above):



Tell Us About Your Experience with REDHS

Today's date: ____/____/____

(If you need additional space, please attach page/s to this form).

| | |
|--------------------------------|------------------------|
| Office Use Only: Reg No: _____ | Date Registered: _____ |
| Referred to: _____ | Date Referred: _____ |