

## How do I make a complaint, compliment or suggestion?

You can fill out a Complaints, Compliments and Suggestions form, talk to any staff member (who can fill out a form for you), give us a call, send us an email or contact us through our website.

## Where do I get a Complaints, Compliments and Suggestions form?

Forms are available in your bedside folder or Community Health Centre information pack, from any member of staff, the main entrance of the Hospital and Community Health Centre, and the Ambulance entrance waiting room.

## Do I have to give my name and other details?

No, your comments can be anonymous; but, if you don't include your contact details, we can't provide you with feedback.

## What do I do with the form?

You can give your form to any staff member, put the form in the Complaints, Compliments & Suggestions box in the entrance areas or you can post the form in the reply paid envelope provided.

## What happens next?

We will contact you about any complaint or suggestion within 72 hours of us receiving it and if necessary, following investigation, will let you know what we are doing about it.

## What can I do if I'm not happy with the response to my complaint?

- You can contact the Director of Nursing, Director of Community Health or Chief Executive Officer to discuss your concerns.
- If you are dissatisfied with the response from the Hospital, you can take your complaint further by contacting any of the following:

### Health Complaints Commissioner

- Fill out an online complaint form at [hcc.vic.gov.au](http://hcc.vic.gov.au)
- Call 1300 582 113 between 9am and 5pm, Monday to Friday.
- Visit or write to Level 26, 570 Bourke Street, Melbourne Victoria 3000

### Office of the Public Advocate

The Office of the Public Advocate protects the rights of people with disabilities and can assist if there is a complaint about services, care or treatment of a person with a disability.

- Phone: 1300 309 337 (24 hour service)
- E-mail: [publicadvocate@justice.vic.gov.au](mailto:publicadvocate@justice.vic.gov.au)

### Aged Care Quality and Safety Commission

The Commission deals with matters relating to aged care services.

- Phone: 1800 951 822 between 9am and 5pm weekdays
- Online: [agedcarequality.gov.au/making-complaint/lodge-complaint](http://agedcarequality.gov.au/making-complaint/lodge-complaint)

*South Gippsland Hospital endorses the following and is committed to ensuring all of the rights detailed within are recognised and respected :*

*Australian Charter of Healthcare Rights*

*Charter of Human Rights and Responsibilities*

*Carers Recognition Act*

*Charter of Aged Care Rights*

*Charter on the Rights of Children and*

*Young People in Healthcare Services in Australia*

### Our Contact Details:

South Gippsland Hospital  
87 Station Road  
(PO Box 104)  
FOSTER 3960

Phone: 03 5683 9777

Email: [sghosp@sghs.com.au](mailto:sghosp@sghs.com.au)

Website: [southgippslandhospital.org.au](http://southgippslandhospital.org.au)



South Gippsland Hospital

# Complaints Compliments Suggestions Rights Responsibilities Privacy



[southgippslandhospital.org.au](http://southgippslandhospital.org.au)

## Your Healthcare Rights - as a user of our healthcare services

### Access

You have a right to:

- healthcare services and treatment that meets your needs

You can choose to access services as a public or private patient.

### Safety

You have a right to:

- receive safe and high quality health care that meets national standards

- be cared for in an environment that is safe and makes you feel safe

Please let staff know if you have a concern about safety or think that a mistake has been made.

### Respect

You have a right to:

- be treated as an individual, and with dignity and respect

- have your culture, identity, beliefs and choices recognised and respected

You are also expected to treat the hospital staff with the same respect and consideration.

### Partnership

You have a right to:

- ask questions and be involved in open and honest communication

- make decisions with your healthcare provider, to the extent that you choose and are able to

- include the people that you want in planning and decision-making

This includes the right to refuse or stop treatment.

## Information

You have a right to:

- clear information about your condition, the possible benefits and risks of different tests and treatments, so you can give your informed consent

- receive information about services, waiting times and costs

- be given assistance, when you need it, to help you to understand and use health information

- access your health information

- be told if something has gone wrong during your health care, how it happened, how it may affect you and what is being done to make care safe

## Privacy

You have a right to:

- have your personal privacy respected

- have information about you and your health kept secure and confidential

There are a number of other services that might be involved in providing the care you need. If this is the case, we will ask you for your permission to share relevant information. You have the right to refuse.

You have the right to access your medical records through the Freedom of Information process. This may be arranged through your doctor or the hospital's Health Information Manager.

Under certain circumstances information may be released without your consent e.g. during a medical emergency, as evidence in court, or reporting notifiable diseases to the Department of Health.

## Give Feedback

You have a right to:

- provide feedback or make a complaint without it affecting the way that you 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

South Gippsland Hospital welcomes your feedback on how our services can be improved. Our 'Complaints, Compliments and Suggestions' process is explained on the back of this brochure.

## Your Aged Care Rights - as a user of our aged care services

You have a right to:

- safe and high quality care and services

- be treated with dignity and respect

- have your identity, culture and diversity valued and supported

- live without abuse and neglect

- be informed about your care and services in a way you can understand

- access all information about yourself, including information about your rights, care and services

- have control over and make choices about your care, and personal and social life, including where the choices involve personal risk

- have control over, and make decisions about, the personal aspects of your daily life, financial affairs and possessions

- your independence

- be listened to and understood

- have a person of your choice, including an aged care advocate, support you or speak on your behalf

- complain free from reprisal, and to have your complaints dealt with fairly and promptly

- personal privacy and to have your personal information protected

- exercise your rights without it adversely affecting the way you are treated

## Your Rights as a Carer

If you are a carer of a person receiving services, you have the right to be recognised, respected and supported as an individual with your own needs and special knowledge of the person in your care.

Your views will be considered and taken into account in the assessment, planning, delivery, management and review of services affecting you and the person in your care.