

## How do I provide feedback?

You can fill out a Feedback 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.

All feedback will remain private and confidential.

## Where do I get a feedback form?

Forms are available from any member of staff, the main entrance of the Hospital and Community Health Centre, and the Urgent Care Centre 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 Feedback 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 3 business days of us receiving it. Then, following investigation, we 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:

### 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.com.au](http://southgippslandhospital.com.au)

How can I get support or assistance to make a complaint or what if I am dissatisfied with the response from the Hospital?

You can contact the following agencies to assist you further:

- **Older Persons Advocacy Network (OPAN)**

Phone: 1800 700 600 or go to [www.opan.org.au](http://www.opan.org.au)

- **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 or go to [www.publicadvocate.vic.gov.au](http://www.publicadvocate.vic.gov.au)

- **Health Complaints Commissioner**

Phone: 1300 582 113 or go to [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au)

Visit or write to Level 26, 570 Bourke Street, Melbourne Victoria 3000

- **Aged Care Quality and Safety Commission**

Phone: 1800 951 822 or go to [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

South Gippsland Hospital is committed to ensuring all of the rights detailed within the following Charters and relevant legislation 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*



*This information has been consumer reviewed*

Form 171 Version 9 – January 2023



South Gippsland Hospital

# Your Rights and How to Provide Feedback



[www.southgippslandhospital.com.au](http://www.southgippslandhospital.com.au)

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

The Australian Charter of Healthcare Rights applies to all people in all places where health care is provided in Australia. You have a right to:

### Access

- \* Healthcare services and treatment that meets your needs

### Safety

- \* 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

### Respect

- \* be treated as an individual, and with dignity and respect
- \* have your culture, identity, beliefs and choices recognised and respected

### Partnership

- \* ask questions and be involved in open and honest communication
- \* make decisions with your healthcare provider, to the extent that you choose
- \* include the people that you want in planning and decision-making

### Information -

- \* 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 ensure safe care.

### Privacy

- \* have your personal privacy respected

- \* have information about you and your health kept secure and confidential.
- \* under certain circumstances information may be shared without your consent e.g. during a medical emergency; as evidence in court; or as allowed by legislation .
- \* other services might be involved in providing the care you need, if this is the case, we will ask 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 directly.

### Give Feedback

South Gippsland Hospital welcomes your feedback on how our services can be improved. Please let staff know if you have a concern about safety or think that something has gone wrong.

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
- \* remain anonymous if you wish
- \* be supported throughout the process including being linked in with an appropriate advocate
- \* provide your feedback in a way that supports your specific needs eg. in the instance of language or other communication barriers

## The Australian Charter of Healthcare Rights



## 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.