

## OUR FEEDBACK TO YOU

Do you wish to receive notification of actions taken as a result of your feedback? (please tick)

- Yes       No

Please tell us a little about yourself:

- Client  
 Carer  
 Staff/Volunteer  
 Contractor  
 Other \_\_\_\_\_

Preferred method of contact – please provide preferred contact information:

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Post: \_\_\_\_\_

Other: \_\_\_\_\_

Please attach any additional information to this form. Thank you for your time. We appreciate your feedback.

\_\_\_\_\_

### Administration use only:

Log No: \_\_\_\_\_ Date Received: / /

Version 3 2018

## CONTACT US

### Palliative Care South East

140-154 Sladen Street  
Locked Bag 2500  
Cranbourne. VIC 3977  
T 03 5991 1300  
F 03 5991 1301  
E [reception@palliativecaresoutheast.org.au](mailto:reception@palliativecaresoutheast.org.au)  
Office hours 8:30am – 4:30pm Monday – Friday

### Nursing Service 7am – 7pm every day

T 03 5991 1300

### After Hours Nursing Phone Support Service 7pm – 7am every day

T 03 5991 1300

## FOR MORE DETAILED INFORMATION

Please visit [www.palliativecaresoutheast.org.au](http://www.palliativecaresoutheast.org.au)  
or call us during office hours on 03 5991 1300



Palliative Care South East acknowledges the support of the Victorian Government



# Palliative Care South East

We're all in this together.

Having your say.....  
We value your feedback

## ABOUT PALLIATIVE CARE SOUTH EAST

We provide palliative care in the south east metropolitan region of Melbourne. We support people with a life-limiting illness to live well and provide care in your home to improve the quality of life of individuals, carers and families.

### OUR VALUES

Responsiveness

Empowerment

Collaboration

Kindness

### WHAT YOU CAN DO

Share your views by completing the **Having your say** form and posting it to us at the address on this form or completing the Feedback Form on our website at [www.palliativecaresoutheast.org.au](http://www.palliativecaresoutheast.org.au)

### TELL US WHAT YOU THINK

We are committed to improving our services, but we know things don't always go the way they should. **Having your say** can help us to address issues we might not know about and to improve services to you and others. Your suggestions and compliments are also very welcome.



### WHAT HAPPENS TO YOUR FEEDBACK

When you provide your contact details to us, we will contact you within 2 days to acknowledge that we have received your information.

If you have indicated that you have a concern, we will make every effort to resolve the issue within 14 days. Sometimes it may take a little longer due to the complexity of the concern, but we will continue to keep you informed of progress and outcomes. If you are writing to tell us what a great job we are doing, we will pass this onto our staff. Having your say and expressing your satisfaction with our service and care reminds us that we are living our values.

### WHERE TO FROM HERE?

We will endeavour to respond to your feedback within 2 working days.



### YOUR PRIVACY

Your privacy is important to us. So that we can respond in an efficient manner and continue to provide the best possible care and service, we will keep your **Having your say** form on file. We are required by law to keep your information confidential.

### UNHAPPY WITH OUR RESPONSE

Should you feel that your feedback was not heard, please contact our CEO during business hours on 5991 1300.

If you don't want your concern to be reviewed by us or we are unable to resolve the issue, you can contact the Health Complaints Commissioner on 1300 582 113 or write to them or visit their website on [www.hcc.vic.gov.au](http://www.hcc.vic.gov.au).

## Having your say.....

What would you like to share with us?

- Compliment
- Suggestion
- Concern
- Comment

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### YOUR OUTCOME

Please share with us what you would like to happen:

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