

Do you have any Concerns?

We would like the opportunity to resolve any concerns you may have as soon as possible. If you are not satisfied with your experience at Monash Health, please talk to us:

Step 1: Talk to the staff member looking after you

Step 2: Ask to talk to the nurse in charge

Step 3: If your concerns have not been resolved, or if you don't feel comfortable talking to ward staff, you can contact one of our Consumer Liaison Officers:

Monash Medical
Centre/ Monash
Children's Hospital
9594 2702

Casey Hospital
8768 1465

Cranbourne Centre
8768 1465

Dandenong Hospital
9554 8078

Mental Health
9554 9237

Moorabbin Hospital
9928 8584

Monash Health
Community

Kingston Centre
9265 1000

9554 9376

**Alternatively, you can visit our website
and give us feedback:**
www.monashhealth.org

Or write to us:

Complaints and Compliments
Monash Health
Locked Bag 29
Clayton South VIC 3169

If you need an interpreter, please let us know:



131 450

If we have been unable to resolve your concern, you can contact the
Health Complaints Commissioner
Level 26, 570 Bourke Street
Melbourne VIC 3000

Telephone: **1300 582 113**
Website: www.hcc.vic.gov.au

This document is based on the Australian
Charter of Healthcare Rights in Victoria

Our Values:

iCARE

Integrity Compassion Accountability
Respect Excellence

Your rights and responsibilities



This document explains what you can expect from us and what we expect from you when you use our services.

MonashHealth

What you can expect from us

Respect

You have a right to be treated with respect and dignity.

You have the right to ask us to provide care that helps meet your cultural and religious needs. We will try to meet your needs and if we can't we will explain to you why.

Communication

You have a right to receive information about services, treatment, care options and costs in a clear and open way.

You may ask questions at any time.

You can ask for an interpreter if you need one.

We will do our best to give information to you in a way that is easy for you to understand.

Participation

You have a right to take part in decisions and to make choices about your health care.

For example, you may wish to include your family, friends or other support people in the decisions about your care.

In most situations, you can refuse care if you don't want to receive it.

You may like to take part in some of our research programs or student training. We will ask you about this and if you don't want to you don't have to take part.

Safety

You have a right to be safe while you are receiving care. We will ensure that all of our treatments and facilities are clean and safe.

Access

You have a right to access high quality healthcare.

We offer public or private care. Public care is paid for by the government. If you have private health insurance, you may choose private care.

Privacy

You have a right to your personal privacy, including confidentiality of your health information.

Comment

You have a right to comment on your health care. We will respond to any concerns you have.

What we expect of you

Respect

We expect you to treat our staff, patients, carers, families and visitors with respect and dignity.

Communication

Please tell us everything you know about your health. This might include:

- your medical history
- any medicines you are taking
- complementary therapies
- family and social supports
- how you feel in yourself
- lifestyle and cultural beliefs.

If you can't speak for yourself, you can ask someone to help you.

Participation

Please participate in your treatment. This means asking questions and making choices about your treatment and care.

Safety

We expect you to treat our facilities with care and to keep them clean and safe. We ask you to follow rules and instructions. We ask you not to smoke while you are at any of our facilities.

Privacy

We expect you will respect the privacy of others.