

## OUR COMMITMENT

Albury Wodonga Health seeks to provide the best of health and wellbeing with a positive experience for all patients, their carers, families and friends, who access our services.

## OUR VALUES

This commitment aligns with our key values of:  
COMPASSION | RESPECT | EQUITY

## WE ARE LISTENING & LEARNING

We welcome feedback because it helps us to provide a better service.

We strongly encourage you to raise your concerns as soon as possible with the staff who are caring for you.

## YOUR PRIVACY

We encourage you to provide your name and contact details if you have a concern or complaint as this will assist us to inform you about the outcome of our investigation. Please be assured that your details will be treated confidentially.



*This publication has been reviewed by the Consumer-led ORCHID Committee and has the consumer endorsed tick of approval.*

### What if I have a compliment?

Complete this form and we will pass on your compliments to the relevant service.

### What if I have a complaint?

First try and resolve your complaint with the staff or Unit Manager concerned. If the matter remains unresolved after these efforts complete this form or contact the Clinical Governance Unit (02) 6051 7366.

### Other avenues for complaint

**NSW Health Care Complaints Commission**  
Level 13, 323 Castlereagh Street  
SYDNEY NSW 2000  
1800 043 159 Email: [hccc@hccc.nsw.gov.au](mailto:hccc@hccc.nsw.gov.au)

**Victorian Health Service Commissioner**  
30th Floor, 570 Bourke St  
MELBOURNE VIC 3000  
1800 136 066 Email: [hsc@dhs.vic.gov.au](mailto:hsc@dhs.vic.gov.au)

**Victorian Mental Health Complaints Commission**  
Level 26, 570 Bourke St  
MELBOURNE VIC 3000  
1800 246 054 Email: [help@mhcc.vic.gov.au](mailto:help@mhcc.vic.gov.au)

### Need help with this form?

If you need help to fill in this form please ask a staff member or a friend or family member.

### What do I do with this form?

Give the form to one of our staff, place it in one of the 'Feedback Boxes' or post it to us:

Albury Wodonga Health  
PO Box 326  
ALBURY NSW 2640

### Victorian Health Experience Survey

Please note that you may receive an invitation to participate in the VHES. As this is a different process to the information provided in this brochure, we encourage you to also complete the VHES survey.

# My Experience



**We welcome feedback because it helps us provide you with a better service.**

Please rate your experience with the following:

Today's date: / /

Ward / Service:



Happy with your experience?

Tell us what we did well or let us know if there is anyone in particular you would like to say thanks to:

Horizontal lines for text input under the 'Happy with your experience?' section.



Unhappy with your experience?

Tell us about your main concern:

Horizontal lines for text input under the 'Unhappy with your experience?' section.

How would you like this to be resolved?

Horizontal lines for text input under the 'How would you like this to be resolved?' section.

Do you have a suggestion for improvement?

Horizontal lines for text input under the 'Do you have a suggestion for improvement?' section.

If you would like to lodge a formal complaint and have it investigated, please provide your contact details and we will get back to you.

Your Name: \_\_\_\_\_

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

Email (optional): \_\_\_\_\_

Did the staff who were caring for you introduce themselves and their role?

Rating scale for staff introduction: 1 (Poor) to 5 (Excellent).

Do you feel you have been treated with respect and dignity?

Rating scale for respect and dignity: 1 (Poor) to 5 (Excellent).

If you had any worries or fears about your condition or treatment, did a health professional discuss them with you?

Rating scale for health professional discussion: 1 (Poor) to 5 (Excellent).

Were you engaged as much as you wanted in the decision-making about your care?

Rating scale for engagement in decision-making: 1 (Poor) to 5 (Excellent).

Overall, how was the quality of your care?

Rating scale for overall quality of care: 1 (Poor) to 5 (Excellent).