

Contact details

St Vincent's Hospital Melbourne
Patient Liaison Officer

PO Box 2900, Fitzroy VIC 3065
Tel: (03) 9231 1954

Monday to Friday
between 8am and 4pm

Better and
fairer care.
Always.



**Your
feedback**

Your feedback

If you have any feedback about your stay or are unhappy with your care or treatment, let us know. Consumers, patients and visitors see first-hand what works well and what does not.

Your feedback will help us improve our service. If you are giving a compliment, we will ensure it reaches the person or area you are referring to. If you have a complaint, we will take this seriously and investigate your concerns.

If you need an interpreter to give feedback, the Patient Liaison Office (PLO) can arrange this. You are welcome to submit feedback in languages other than English. You also have the right to have an advocate support you in giving feedback, and the PLO can help you contact one.

There are a number of ways you can provide feedback to us:

In person

- If you are still in hospital, speak to staff straight away. The Nurse Unit Manager, doctor or other senior staff can often address your concerns quickly.
- Ask a staff member to contact a Patient Liaison Officer (PLO) who will contact you during your stay.

By phone

Phone our PLO on (03) 9231 1954 Monday to Friday between 8am and 4pm.

Write to us

- Email the PLO at **PLO@svha.org.au**, or
- Write us a letter. A letter can be posted to the PLO: PO Box 2900, Fitzroy VIC 3065.

Online

You may also leave feedback on our website at **www.svhm.org.au**



Patient liaison and support

We employ Patient Liaison Officers (PLOs) to ensure your issues or concerns are handled appropriately.

The role of PLOs is to:

- work with patients, residents, families and staff as required
- assist in addressing any concerns you may have
- ensure that your complaint is thoroughly investigated
- assist in obtaining clear information regarding your/the patient's/resident's medical condition, treatment and care plan, and
- advise health service management about improvements that could be made as a result of your concerns.

Complaints are usually able to be resolved by St Vincent's. However, if you are not satisfied with our response or you wish to take your concerns further, please contact the relevant external body for assistance.

Health Complaints Commissioner
1300 582 113 or
www.health.vic.gov.au/hcc

The Aged Care Complaints
Commissioner
1800 550 552 or
<https://www.agedcarequality.gov.au/making-complaint>

Mental Health and Wellbeing
Commission
1800 246 054 or
www.mhwc.vic.au

NDIS Quality and Safeguard
Commission
1800 035 544 or
<https://www.ndiscommission.gov.au>