

Ways to provide your feedback

Interpreter services available upon request

Submit this form:

- **Lodge** in our suggestion boxes
- **Give** to a staff member
- **Mail**
SHDH Quality, Experience & Safety Department
PO Box 483,
Swan Hill, Victoria 3585
- **Email**
Quality, Experience & Safety Department (QES)
at: feedback@shdh.org.au
- **Online**
Submit your feedback online direct to us at

www.shdh.org.au

Or

Submit your feedback externally for public

view at Care Opinion

www.Careopinion.org.au



If you are not satisfied with the outcome:

If you remain dissatisfied with our response, you may contact the Health Complaints Commissioner (HCC). The HCC responds to complaints about health services and the handling of health information in Victoria. Their service is free, confidential and impartial. To lodge a complaint with the HCC:

- Health Complaints Commissioner: 1300 582 113
- Aged Care Quality & Safety Commission: 1800 951 822
- Office of the Public Advocate: 1300 309 337
- Victorian Equal Opportunity: 1300 292 153
- First Nations: 1300 292 153
- Disability complaints for:

*an NDIS (National Disability Insurance Scheme) service funded nationally: 1800 035 544
*a service funded in Victoria by DFFH (Department Families Fairness & Housing):

Quality, Experience & Safety Department

Address: 48 Splatt Street, Swan Hill, Victoria
Mailing: PO Box 483, Swan Hill, Victoria 3585
Phone: (03) 5033 9300

Email: feedback@shdh.org.au

Open 8am — 4:30 pm weekdays



Web: www.shdh.org.au

FEEDBACK FORM

To improve our services and enable our vision of

Connected Care & Best Experience



“Your experience matters”

