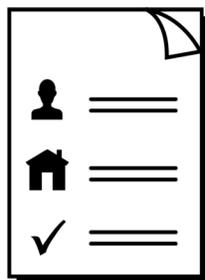


## How to tell us what you think about the Royal Melbourne Hospital



**Easy Read**



**The Royal  
Melbourne  
Hospital**

## About this booklet



This booklet is from the Royal Melbourne Hospital or the RMH.

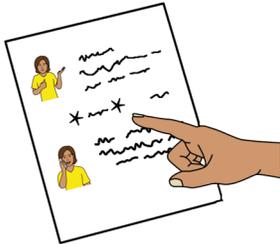


This booklet is written in a way that is easy to understand.



You can read more information about this topic on our website.

Visit [thermh.org.au](http://thermh.org.au)



We add a star before and after **\*hard words\***. Then we explain what the words mean.



You can ask someone to help you read and understand this booklet.



Contact information is at the end of this booklet.



## Tell us what you think

We want to hear your **\*feedback\*** about the Royal Melbourne Hospital.



Feedback means you tell us what you think about our services and staff.



Feedback might be

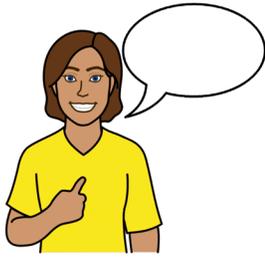
- a **\*compliment\***
  - when you tell us something was good



- a **\*complaint\***
  - when you are not happy about something

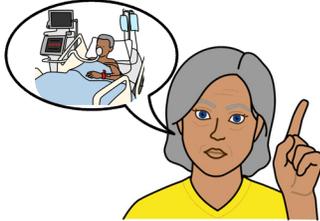


- your ideas about how to make things better.



You can tell us about

- your care
- the care of a friend or family member.



It is important to tell us what you think as soon as you can.



## How to tell us what you think

You can give feedback in different ways.

## Talk to our staff



You can tell our staff if you are not happy with your care when you are in hospital.



You can tell the Nurse Unit Manager or other senior staff member.

## Call us



You can call the Consumer Liaison team.

**Call**      03 9342 7806

## Tell us online



You can fill out a form online.

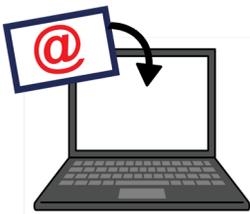
Visit our website

[thermh.org.au/your-care/providing-feedback/  
providing-feedback-form](https://thermh.org.au/your-care/providing-feedback/providing-feedback-form)



You do not have to tell us your name when you fill out the online form.

## Email us



You can send an email to our Consumer Liaison team.

**Email**      consumerliaison@mh.org.au

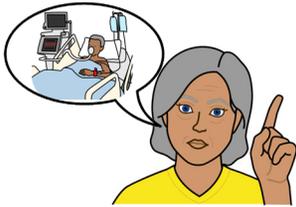
## Send us a letter



You can write to us.

The RMH Parkville  
300 Grattan Street  
Parkville VIC 3050

## What to do if you are worried about a family member or friend



If you are worried about a family member or friend, let us know straight away.



Talk to a staff member, nurse, doctor or nurse in charge.



If the staff member, nurses or doctor cannot fix your problem, call our help service.

**Call**      1800 967 743

## Help to contact us



If you need help to speak or listen, the National Relay Service can help you make a call.



**Call** 1800 555 660



**Website** [accesshub.gov.au/nrs-helpdesk](https://accesshub.gov.au/nrs-helpdesk)



If you need help with other languages, contact the Translating and Interpreting Service.



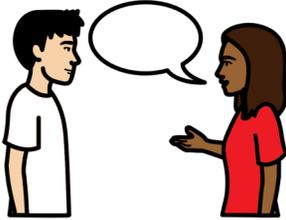
**Call** 131 450



**Website** [tisnational.gov.au](https://tisnational.gov.au)

# What we do with your feedback

## Compliments



When you give us a compliment we tell the person or service you told us about.



You can also give us information about someone who you think should win a **You Made a Difference Award.**



This award goes to a person or team who

- helps to make our hospital a happy and safe place to be



- gives very good patient care.



You can give us details for the award in our online form.



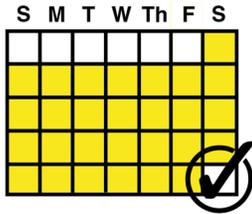
**Visit our website**

[thermh.org.au/about/you-made-a-difference-awards](https://thermh.org.au/about/you-made-a-difference-awards)

## Complaints



When you make a complaint we will contact you within 2 business days – from Monday to Friday.



We will try to fix the problem within 35 days.



You do not have to tell us your name when you make a complaint.



If you tell us your name

- you will still get good care



- we can tell you about any changes we make.



We write about the important changes we make on our website.

## Visit

[thermh.org.au/your-care/providing-feedback/you-said-we-did](https://thermh.org.au/your-care/providing-feedback/you-said-we-did)

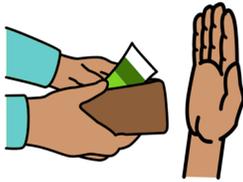
## What if you are still not happy?



We will always try to fix any problems or concerns you have.



If you have talked to us but are still not happy you can contact the Health Complaints Commissioner or the HCC.



The HCC is

- free
  
- **\*independent\***
  - independent means they are not part of the Royal Melbourne Hospital
  
- **\*confidential\***
  - confidential means what you say or share is kept private.





If your complaint is about **\*serious misconduct\*** of a staff member or the hospital you should contact the Australian Health Practitioner Regulation Agency or AHPRA.



Serious misconduct can mean

- a big risk to the health and safety of another person



- theft



- assault



- sexual harassment.



You can find more information on our website.

**Visit**

[thermh.org.au/about/performance/  
complaints-about-serious-misconduct-or-  
corruption](https://thermh.org.au/about/performance/complaints-about-serious-misconduct-or-corruption)



## More information



For more information contact the  
Royal Melbourne Hospital.



**Call** 9342 7000

Ask for a Disability Liaison Officer.



**Website** [thermh.org.au](http://thermh.org.au)

**Visit us** 300 Grattan Street  
Parkville VIC



If it is an emergency or you do not feel safe

**Call** 000



## Acknowledging First Nations People



The Royal Melbourne Hospital acknowledges the Kulin nations as the Traditional Custodians of the land on which our services are located. We are committed to improving the health and wellbeing of Aboriginal and Torres Strait Islander peoples. We thank First Nations Peoples for their valuable time and contributions in sharing their lived experience to support the development of this plan.

Easy Read Australia created this Easy Read document in November 2023 using Picture Communication Symbols (PCS). PCS and Boardmaker are trademarks of Tobii Dynavox LLC. All rights reserved. Used with permission. You must ask for permission to use the images in this document. For more information, please visit [easyreadaust.com.au](https://easyreadaust.com.au)