



## Free Interpreter Service

### English

When you see the interpreter symbol you can ask for help to communicate in your language.

### Mandarin / 普通话

如果看到传译员的标记，您就可用母语请求他们协助沟通。

### Russian / Русский

Когда вы видите знак переводчика, вы можете воспользоваться его услугами, чтобы объясниться на родном языке.

### Greek / Ελληνικά

Όταν βλέπετε το σύμβολο του διερμηνέα μπορείτε να ζητήσετε βοήθεια για να επικοινωνήσετε στη γλώσσα σας.

Phone: 131 450



Health Care Bethlehem

476 Kooyong Rd  
Caulfield South Vic 3162

Phone: (03) 9596 2853  
Fax: (03) 9596 3576

[www.calvarycare.org.au](http://www.calvarycare.org.au)

Tell us what  
you think



We Value Your  
Feedback



# Making a Complaint

If you feel unhappy about how you are being treated by the service or you think that you are not getting the service you expect, you have the right to complain.

Patients and families are the focus of our efforts at Calvary Health Care Bethlehem where we are committed to providing you with the best possible care and treatment. If you have concerns about **any** aspect of your care, please tell the staff directly involved.

Complaints can be made by phone or in writing. If you find this difficult, **you may like to ask a relative of friend to act on your behalf.**

If your concerns **have not** been satisfactorily addressed, the Quality and Risk Manager is available to assist you to resolve any patient or family concerns.

**‘Patient feedback about any issue is strongly encouraged and valued’**

## Your Rights

You have the right to voice concerns over your care without fear of retribution.

## Your contribution is valued

You have an important role to play ensuring you receive the level of care you deserve. Your feedback will help us address any gaps in our service and help us to deliver the best care and treatment possible.

## To make a complaint

You can make a complaint to us by:

- Writing via the suggestion boxes
- Emailing
- Telephoning
- Sending a Fax

## Contact Details

### Quality and & Safe Systems Manager

Calvary Health Care Bethlehem  
476 Kooyong Road  
Caulfield Vic 3162

Phone 03 9595 3267

Email [Bet.Complaints@calvarycare.org.au](mailto:Bet.Complaints@calvarycare.org.au)

If the Quality and & Safe Systems Manager is unavailable and you need to speak to someone for a matter that needs urgent attention, please contact the Chief Executive Officer via reception on 03 9596 2853.

If you are not happy with how your complaint is being managed you can contact one of the external advocates listed below:

### The Disability Services Commissioner

Level 30, 570 Bourke St  
Melbourne 3000

Phone: 1800 677 342

TTY: 1300 728 563

Fax: 03 8608 5765

Website: [www.odsc.vic.gov.au](http://www.odsc.vic.gov.au)

Email: [complaints@odsc.vic.gov.au](mailto:complaints@odsc.vic.gov.au)

Skype ODSC Victoria

Facebook: [www.facebook.com/DSCVic](http://www.facebook.com/DSCVic)

Twitter: [www.twitter.com/ODSCVictoria](http://www.twitter.com/ODSCVictoria)

### The Health Complaints Commissioner

Level 26  
570 Bourke Street  
Melbourne 3000

Fill out a complaint form online at [hcc.vic.gov.au](http://hcc.vic.gov.au) or Phone 1300 582 113 between 9am and 5pm, Monday to Friday to discuss your complaint.

### Office of the Public Advocate

Level 1, 204 Lygon St  
Carlton VIC, 3053

Phone: 1300 309 337

TTY: 1300 305 612

Fax: 1300 787 510