

Your feedback is important to us



At StarHealth, we value your feedback and take complaints seriously

If your complaint is not resolved you can ask to speak to our CEO or phone one of the following organisations:

The Health Complaints Commissioner

Level 26, 570 Bourke St, Melbourne, 3000
Phone: 1300 582 113
www.hcc.vic.gov.au

The Disability Services Commissioner

Level 3, 456 Lonsdale Street Melbourne, 3000
Phone: 1800 677 342
www.odsc.vic.gov.au

The Mental Health Complaints Commissioner

Level 26, 570 Bourke Street, Melbourne, 3000
Phone: 1800 246 054
www.mhcc.vic.gov.au

The Office of the Public Advocate

Level 1, 204 Lygon St, Carlton, 3053
Phone: 1300 309 337
www.publicadvocate.vic.gov.au

Victorian Ombudsman

Level 2, 570 Bourke Street, Melbourne, 3000
Phone: 9613 6222
www.ombudsman.vic.gov.au

Aged Care Complaints Commissioner

GPO Box 9848, Melbourne, 3000
Phone: 1800 550 552
www.agedcarecomplaints.gov.au

Locations

South Melbourne
341 Coventry Street

Opening Hours
Monday to Friday
8:15am - 5:00pm

Prahran
240 Malvern Road

Opening Hours
Monday to Friday
8:15am - 5:00pm

Bentleigh
973 Nepean Highway

Opening Hours
Monday to Friday
9:00am - 5:00pm

St Kilda
22 - 28 Fitzroy Street

Opening Hours
Monday to Friday
9:00am - 5:00pm

9525 1300

starhealth.org.au

StarHealth has a free Needle Syringe Program at each site. 24 hour access to a Syringe Vending Machine and Disposal Unit can be found at our Prahran & South Melbourne sites.

Welcome to



First for your Health & Wellbeing



9525 1300

www.starhealth.org.au



Acknowledgments

Star Health acknowledges the traditional owners of this land, the Yallukit Willam clan of the Boon Wurrung people, and we pay our respects to their elders both past and present. We acknowledge and uphold their continuing relationship to this land.

Star Health is committed to providing an inclusive service, and work environment where individuals feel accepted, safe, affirmed and celebrated. Star Health is committed to equity, irrespective of cultural or linguistic background, sexual orientation, gender identity (LGBTI+), intersex status, religion or spiritual beliefs, socio-economic status, age, or abilities.

We are assessed against nine sets of standards. At last accreditation we particularly excelled in areas of Governance, Quality and Safety, Community Participation and we were awarded Rainbow Tick accreditation.

Rainbow Tick is a voluntary set of standards that work to ensure inclusive and safe practice for the LGBTI+ community. We are immensely proud to be one of the first agencies across Australia to have achieved the tick, through working in partnership with the communities we serve.



Supporting you at your appointment

You are welcome to bring a friend, family member or advocate to your appointment.

If you are under stress or unwell it can be harder for you to tell us what you want. This is when the extra support of an advocate can help.

An advocate is a person who will:

- › Help you to understand your rights
- › Make sure it is your decision when choices need to be made about your health care and life
- › Make sure you decide when choices are made about your health care and life
- › Help you to tell us what you think about our service, including help to make a complaint.

How can I find an advocate?

You can call one of these advocacy services:

Office of the Public Advocate

Phone: 1300 309 337

Disability Advocacy Resource Unit

Phone: 9639 5807

Your feedback is important to us

StarHealth has four feedback options

- 1) Pen and paper - use one of the feedback forms at any of the sites and hand it to reception.
- 2) Use one of our feedback tablets on site.
- 3) Our website - www.starhealth.org.au
- 4) Leave a Google review.

Your Privacy

We collect information about you for these reasons:

- › To ensure we provide the best service for you by recording your needs, the work we do with you and the outcomes
- › To help us plan, monitor and report on our services (these reports NEVER identify you or any other client).

We will store your information securely

- › We will only share your information with your permission or if required by law
- › You can ask to access your Health Record
- › You can also ask to see the StarHealth Client Health Records Policy by contacting our Quality Manager on **03 9525 1300** or email: **Quality@starhealth.org.au**

Your Rights & Responsibilities

What you can expect from us

- › **A partnership** with our staff to meet your health needs
- › **Respect** for your special needs or preferences, including your culture or language, gender identity, religion or spiritual beliefs, sexual orientation, socio-economic status, age or abilities
- › **Clear information** to help you make choices about your health care
- › **Open** communication, including access to your health information
- › Protection of your **privacy**
- › A service that is clean, comfortable and **safe** for everyone, including children.

What can we expect from you

- › Treat our staff **respectfully**
- › Give us **feedback** so we can improve
- › **Tell us** if you can not keep your appointment
- › Respect the **privacy** of others
- › Act to keep yourself and others **safe**

StarHealth is a smoke free workplace. This includes not smoking when our staff are visiting you.