

All Services

I will be provided with information about services, including how long I will wait for the service and how much it might cost.



Information

I want to understand the risks and benefits of any tests or treatments proposed.

All Services

I can ask for help to find information about my health and aged care services and also help to understand that information.

All Services

I expect to see my personal records when I ask to see them.



All Services

Staff will tell me as soon as possible, if something has gone wrong, why it went wrong and what they are going to do to prevent it from happening again. Staff will apologise.

All Services

I trust that my records are only accessed by staff looking after me.



Privacy

Staff keep my information private.

Give Feedback

I want to give feedback about my care immediately without worrying that I will be treated differently because I have done so.

All Services

I want my concerns investigated and I want feedback as soon as possible.



All Services

My feedback will be used to improve the care being provided.



For more information you can contact us on (03) 5092 1111 or go to mthcs.com.au/contact/consumer-feedback