

Help us improve healthcare for all Victorians

Your feedback can improve care for you, your family and your community. Completing a survey about your experience helps hospitals and community health services identify what they are doing well and what they can do better.

What is the Victorian Healthcare Experience Survey (VHES)?

The survey asks people about their experiences of health care in hospitals, community health services and other places where healthcare is provided.

The survey asks about:

- the care you received
- your interactions with the staff you saw during your appointment or visit
- what was good about your care, and
- what would have made your experience better.

Who is invited to complete a survey?

If you have accessed hospital or community health services you may be invited to participate.

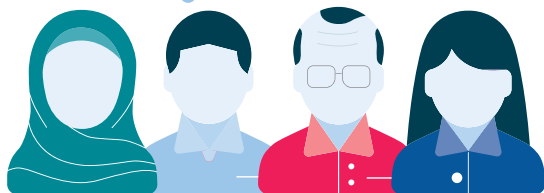
What to do if you are invited to complete the survey?

If you are selected to complete a survey, you will get an invitation by SMS, email or post. You can complete the survey online, using the link or QR code in the invitation, or over the phone, by calling the 1800 number in the invitation.

Your invitation includes information about how to complete the survey. The survey can be completed in 23 different languages.

The survey is voluntary. If you get a survey and don't want to complete it, you can opt-out by calling the 1800 number on the invitation.

If you need help completing the survey, you can contact us via the National Relay Service on **1555 727** or email survey@vhес.com.au



Victorian Healthcare
Experience Survey



How will your feedback be used?

Survey responses are de-identified and grouped together to protect your privacy. The responses are then shared with hospitals, community health services and the Department of Health to improve healthcare in Victoria.

Past survey results have led to improvements in how hospitals and health services provide care, including changes to staff training, cleaning rosters, catering, and how information about care is shared with consumers and their families.

Your voice is valued. Your feedback helps create a better healthcare system for everyone.

Who conducts the survey?

The survey is managed by the Victorian Department of Health. The survey is conducted by Ipsos Australia, an independent research company. Your contact information may be provided to Ipsos Australia so that they can send you a survey.

How is your privacy protected?

Your survey responses are anonymous. The hospital or community health service that cared or you will not know if you complete the survey and will not be able to see your individual responses.

Your data is protected in accordance with:

- Victorian and Australian Information Privacy Principles,
- Health Privacy Principles
- Association of Market and Social Research Organisations privacy code.

For more information, including how to access and correct information Ipsos Australia may hold about you, call our toll-free helpline on 1800 356 928.

Can you use the survey to make a formal complaint?

Your survey responses are anonymous so individual complaints cannot be followed up through the survey process. If you have a complaint, you should contact the hospital or community health service where the issue occurred.

If you feel they are not responding to your complaint, contact the Victorian Health Complaints Commissioner on 1300 582 113.

Where do I go to find more information?

Visit <https://vahi.vic.gov.au/ourwork/data-acquisition-and-management/patient-experience-and-outcomes-data> for more information on the VHES program.