



‘My Say’

Austin Health wants to give patients the best care possible.

‘My Say’ is one way for patients, their carers and family to tell us what they think about our service and care.

Fill in this form then post it in a ‘My Say’ box

or mail it to:

Consumer Experience & Engagement Officer
 Austin Health
 P.O. Box 5444 Heidelberg, Vic, 3084

We will respect your privacy.

We will act on your suggestions.

You do not need to tell us who you are.

If you want us to get back to you, please fill in your contact details:

Name: _____

Postal Address: _____

Phone: _____

Email: _____

This ‘My Say’ was completed by a:

- Patient/Client
- Parent/Guardian
- Family/Relative of a patient
- Friend/Visitor
- Staff Member on behalf of a patient

Date: ____/____/____

Which hospital are you telling us about?

- Austin Hospital
- Heidelberg Repatriation Hospital
- Royal Talbot Rehabilitation Centre

What part of the hospital?

(E.g. ward/service/clinic /program/department)

What did we do well? (Compliment)

What needs improving? (Concern)

How can we do it better?
