Your opinion counts

ACT HEALTHCARE SURVEY

ACT Health wants to hear from you about the healthcare you receive

The ACT Healthcare Survey will help improve services by:

- Informing decision-makers what you think of their services, and
- Assisting ACT Health to tailor its services to meet your needs.

Questions ask about:

- **your access to healthcare**
- **your safety**
- **whether you were you treated with respect**
- **how relevant information was communicated to you**
- **participating in the decisions and choices of your healthcare**
- **your rights under privacy legislation**
- **your ability to provide comment and feedback about healthcare services**

If you are asked to participate, you may receive a survey in the mail or be handed one when you use ACT Health services; you may also be invited to join a focus group. If you choose to participate, you will be asked your opinion on issues relating to the healthcare you have received.

Participation is voluntary. If you do not wish to be involved you may sign an opt out form available from your healthcare provider, or by contacting UltraFeedback – the survey managers – via the telephone number or email address below. Also, if you do receive a survey, you do not have to fill it in.

ENGLISH	If you need interpreting help, telephone:
ARABIC	إذا إحتجت للمساعدة بالترجمة الشفوية،إتصل بالهاتف:
CHINESE	如果您需要口译员帮助，请拨电话：
CROATIAN	Ako trebate pomoć tumača telefonirajte:
DARI	اگر به کمک ترجمه شفاهی ضرورت دارید، به این شماره تیلفون کنید:
GREEK	Αν χρειάζεστε διερμηνέα τηλεφωνήσετε στο:
ITALIAN	Se avete bisogno di un interprete, telefonate al numero:
LAO	ຖ້າທ່ານຕ້ອງການຊ່ວຍເຫລືອກ່ຽວກັບການແປພາສາ, ໃຫ້ໂທລະສັບຫາ
MALTESE	Jekk ghandek bżonn l-ghajnuna t'interpretu, ċempel:
PERSIAN	اگر به ترجمه شفاهی احتیاج دارید به این شماره تلفن کنید:
RUSSIAN	Если вам нужна помощь переводчика, звоните по телефону:
SPANISH	Si necessita la asistencia de un intérprete, llame al:
VIETNAMESE	Nếu bạn cần một người thông ngôn hãy gọi điện thoại:

HEALTH CARE INTERPRETERS 6205 3333
TRANSLATING AND INTERPRETING SERVICE
131 450
Canberra and District 24 hours a day, seven days a week

Your privacy will be protected at all times – hospitals and healthcare services will not know who has participated.

For further information on the ACT Healthcare Survey contact:

UltraFeedback (Survey Managers)
Telephone (toll free): 1800 143 733

Email: acthealthsurvey@ultrafeedback.com