



bendigo
Community Health
services

Do you have a...
Compliment?
Suggestion?
Complaint?



Connect with us at www.bchs.com.au



ACN 136 467 715

Happy with your care?

Tell us what we did well

Any suggestions?

Do you have any suggestions for improving what we do?



Updated January 2019

You can also give feedback on our website at

www.bchs.com.au

Unhappy with your care?

Tell us about your concerns

Your name (optional):

Phone (optional):

Date:

What is your preferred language or cultural background at home?

Please tick box for YES response

- Please call me so I can give you more information.**
- Do you require any aid/support or an interpreter**
- I would like a response to my feedback.**

What happens now?

- We will acknowledge receipt of your compliment, suggestion and/or complaint within 4 business days.
- We will respond to you either in person or by phone, email or letter within 30 days.

Contact your nearest BCHS site

EAGLEHAWK

3 Seymoure Street

Phone: 5434 4300 Fax: 5441 4200

Opening hours: Monday, Wednesday,
Thursday: 8am - 5.15pm.

Tuesday: 8am - 7.30pm. Friday: 8am - 4.30pm.
Saturday-Sunday: Closed

KANGAROO FLAT

13 Helm Street

Phone: 5430 0500 Fax: 5441 4200

Opening hours: Monday to Friday: 8am -
5.15pm. Saturday-Sunday: Closed

BENDIGO CENTRAL

171 Hargreaves Street

Phone: 5448 1600 Fax: 5441 4200

Opening hours: Monday to Thursday: 8am -
5.15pm. Friday: 8am - 4.30pm.
Saturday-Sunday: Closed

ELMORE

46 Jeffrey Street

Phone: 5432 6001 Fax: 5432 6101

Opening hours:

Monday to Friday: 9am - 5pm

Saturday-Sunday: Closed

**If you have an emergency,
call 000 immediately.**

Who is Bendigo Community Health Services and what do you offer?

Bendigo Community Health Services is a place you can go for health care, no matter who you are, where you live or how much you earn. We are a not-for-profit organisation with more than 50 health and wellbeing services available, mostly free of charge but some at minimal cost.

We can help you in the following areas:

- **Medical practice** (GPs at four sites)
- **Men's health**
- **Women's health**
- **Allied health** (including podiatry, physiotherapy, chronic disease, and respiratory management)
- **Child and family services**
- **Settlement services**
- **Sexual health**
- **Workplace health promotion**
- **Counselling and mental health**
- **Alcohol and other drugs treatment and withdrawal programs.**
- **NDIS services** (services only. No plan)
- **My Aged Care services**

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ACTION	DATE	HOW	BY WHOM
Acknowledgement of receipt of compliments suggestions and/or complaint to client completed			
Forwarded to Office of the CEO			
Issues followed up by			
Compliment, Suggestion or Complaint closed			
Note: closing the complaint – if the complainant accepts the response, the complaint is closed, if not accepted the complaint remains open and the complainant should be informed of alternative recourse.			