



COMMUNITY HEALTH FIRST

Community Health Client Survey

Frequently Asked Questions

What is Community Health First?

Community Health First is an initiative that unites all 24 of Victoria's registered community health services with one shared goal – improving the health, wellbeing and quality of life for all Victorians.

Why should I complete the survey?

Your answers will help us understand the difference community health is making in helping to keep you healthy and well.

What will you do with my answers?

We will combine your answers with all survey responses from across all 24 registered community health organisations to paint a picture of the impact of community health across Victoria.

Is my response confidential?

All responses are confidential. Your health care provider will not see your individual responses. If you choose to go into the draw to win a grocery voucher, we will ask for your first name only and a contact number. This information will be collected, stored separately and deleted once the draw is complete.

Consent

By filling out this survey, you are consenting for Community Health First to use your response. Your participation in this survey is voluntary. You can withdraw from this survey at any time. Simply stop answering the questions and close the window. Withdrawing from this survey will not impact your current or future care that you receive. All answers are anonymous.

Who can I ask if I have questions about the survey?

For questions about the survey, please email mark.mcclatchey@accesshc.org.au.

What if I have a query or concern?

To give feedback, or if you have a concern, query or complaint, email mark.mcclatchey@accesshc.org.au or speak to a member of staff where information on the survey is being displayed.

Privacy

Community Health First collects information in keeping with our [privacy policy](#).

Where will the results be used?

These results will be used to understand more about our services and may be used in publications such as Impact Reports or Annual Reports.

Translated Versions

The survey will be available in Arabic, Greek, Italian, Persian, Punjabi, Simplified Chinese and Vietnamese. These are available at www.communityhealthfirst.org.au/communityhealthclientsurvey