



# Quality Account

2019–20

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# From the Chair of the Board Quality and Safety Committee

**I am delighted to present The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) Quality Account for 2019-20. The Eye and Ear is internationally recognised as a leader in clinical service delivery, teaching, training and research. We are Australia's only specialist eye, ear, nose and throat (ENT) hospital and have been providing excellent care to patients for over 150 years. Our vision is to be a world leader providing exceptional care.**

In 2019-20, the Eye and Ear provided almost 171,000 occasions of care to patients throughout Victoria. We maintained essential specialist services throughout the considerable challenges associated with the COVID-19 pandemic, and its broader implications for the Victorian communities we serve.

The Quality Account provides an overview of our ongoing commitment to the delivery of patient centred care. Our clinical services are delivered in partnership with patients, carers, the community and other healthcare providers.

The Eye and Ear is accredited every three years against the National Safety and Quality Health Service Standards (NSQHS). Accreditation was due to take place in August 2020, but due to the pandemic it has been postponed. The Eye and Ear will be re-assessed against the new Accreditation Standards in the coming year. This will require the hospital to submit quality plans and annual updates on our improvement work to the NSQHS.



# The Eye and Ear is internationally recognised as a leader in specialist clinical service delivery, teaching, training and research.

The Quality Account provides insight into the activities we have undertaken over the past twelve months. 2020 has certainly proven to be a challenging year due to COVID-19. Throughout the pandemic we have continued to strive, innovate and improve our services for patients. To seek further patient feedback we are planning a consumer engagement survey later this year.

For the first time, this year's Quality Account is a fully digital, accessible report, which is available online at [www.eyelandear.org.au](http://www.eyelandear.org.au). I hope you find the contents engaging and informative. As always, we encourage feedback, both on this publication and any other aspect of our service.

Finally, I would like to thank our committed staff and volunteers who care for our patients every day. COVID-19 has seen us all adapt to new ways of working. Throughout the pandemic, we have ensured that the experience of our patients has remained a top priority. On behalf of the Board of

Directors and our dedicated staff, it is my pleasure to present our Quality Account for 2019-2020.



Adjunct Professor Alan Lilly  
**Chair**  
Quality & Safety Committee

# Consumer Feedback

**Consumer feedback is an essential part of everything we do. It enhances our understanding of the patient experience and drives innovation. We actively track and respond to compliments, complaints and suggestions from our community. Where possible we turn this feedback into actions to continually improve what we do.**

We seek feedback via many different platforms including: in person or via phone; postcards and pamphlets displayed throughout the hospital; online feedback via our website; and, via social media channels such as FaceBook and Twitter. If someone takes the time to let us know what they think of our services, we will take the time to consider and act on it. Whether positive or constructive, all feedback is valued.

We have processes in place to facilitate the review of all feedback and identify opportunities for improvement. This has enabled us to make improvements in response to the themes identified in the feedback. As a result, in 2019-2020 we saw an increase in compliments, whilst the number of complaints received was lower than previous years.



In 2019-20  
we received:  
**240 Complaints**  
**589 Compliments**  
**222 Enquiries.**  
The average  
complaint closure  
rate was **90%** within  
30 working days.

When an improvement is made in response to consumer feedback, a “You Said, We Did” poster is developed and displayed in public areas. This communicates to our community that we’re listening, and that we act on feedback. Both patients and carers have indicated this is a highly valued process.

We are proud to report that we closed 90% of complaints within 30 days.

Patient feedback reporting is provided regularly to the Executive and Board. The leadership and endorsement by the Executive and Board of these issues, emphasises our commitment to respond to feedback. Awareness at the highest levels helps managers to drive change in matters that are of concern for our consumers.



# Response to your feedback

Over the past year, we received many items of feedback from our community that resulted in us making changes to improve the visitor experience. One issue that was raised via our feedback channels was the condition of the public toilets on the ground floor at Eye and Ear on the Park. To support increased cleanliness in that area we replaced the linoleum floors, increased the frequency of cleaning, changed the cleaning products being used and changed toilets to be unisex to increase accessibility.

## Patient Opinion Pilot Project

In 2019, we participated in an 18 month pilot project with the Department of Health and Human Services (DHHS) to trial the use of the Patient Opinion online feedback website. This feedback site provided an additional avenue for us to receive feedback by enabling members of the community to anonymously write their story about their hospital experience. Due to very little feedback being received through this channel we did not continue with Patient Opinion once the pilot ceased in 2019.

## Your say counts

**In 2019/2020, we received a total of 1051 items of consumer feedback about our service representing an increase of 306 on the previous year.**

Our overall number of complaints was lower this year in all categories except communication, which saw an increase of 11 complaints compared to last year. The largest number of complaints relate to issues with access. These complaints related to long waiting times to be seen by a doctor in our Emergency Department and long waiting times to receive a Specialist Clinic appointment or whilst waiting to be seen by a doctor in our Specialist Clinics. In February 2020 the Emergency Department medical staff roster was changed to

increase the number of doctors working after hours. This change has significantly reduced the length of time patients wait to be seen by a doctor, and subsequently resulted in a decrease in access related complaints in the Emergency Department.

Since March 2020, the COVID-19 pandemic has reduced the number of patients presenting to the Emergency Department and to the Specialist Clinics. This, along with increased numbers of telehealth and phone consultations, has seen a reduction in complaints related to waiting times.

Between March – June 2020, we received three complaints related to COVID-19 issues in treatment and access.

In 2019/2020,  
we received  
**1051 items  
of feedback,**  
which is an  
increase of 306  
compared to the  
previous year.



# Complaints compared to last year

(n=240)  
2019/20

240



↓ A decrease of 35

Access

107



↓ A decrease of 16

Treatment

47



↓ A decrease of 13

Communication



76

↑ An increase of 11

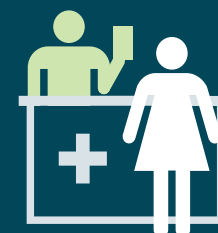
Costs



4

↓ A decrease of 16

Atmosphere



3

↓ A decrease of 1

# Complaints compared to last year

Rights

0



No change

Privacy

3



No change

Other

0



No change

# Compliments compared to last year



(n=589)  
2019/20

589

▲ An increase of 252



Access

5

▲ An increase of 5



Treatment

510

▲ An increase of 210

Communication

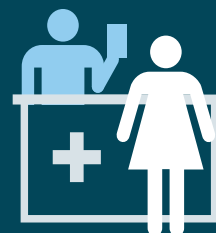
68



▲ An increase of 34

Atmosphere

6



▲ An increase of 3

# Enquiries compared to last year

(n=222)  
2019/20

222



▲ An increase of 89

Access

79



▲ An increase of 37

Treatment

37



▲ An increase of 25

Communication



50

▲ An increase of 25

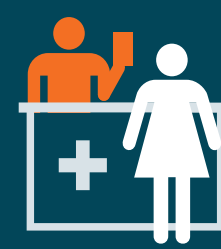
Costs



13

▲ An increase of 10

Atmosphere



43

▼ A decrease of 8



# Victorian Healthcare Experience Survey Results

**The Victorian Healthcare Experience Survey (VHES) is a state-wide survey which seeks patient views about their hospital experience.**

This survey is coordinated by the Department of Health and Human Services (DHHS) and is conducted by an external company. The survey consists of 92 questions and provides the hospital with quarterly feedback measuring patient experience in the Emergency Department and inpatient ward. The feedback is benchmarked with the results from other Victorian hospitals. These findings add to our other consumer feedback channels resulting in a more robust understanding of both the patient experience and any themes that are emerging.

## **Overall patient experience and satisfaction**

Our overall patient experience score throughout 2019–20 was higher than the state-wide average score. An average of 95% of our inpatients stated their experience was very good in the four quarters from July 2019 - June 2020. (Q1 – 96%, Q2 – 94%, Q3 – 94%, Q4 -97%)

## **Leaving hospital**

The VHES survey also measures the patient experience related to the discharge planning process. Four questions contribute to a measure called the 'Transitions Index'. Patients at the Eye and Ear have a relatively short average length of stay, so early planning for discharge is important. Our most recent results show that 76% of patients rate the discharge process as 'very good'. The feedback was favourable in relation to: the provision of sufficient information to manage at home; taking family into account; and, the provision of adequate information to local GPs. We monitor these results to identify opportunities for improvement. Patients on our ward who may require support once discharged are referred to our social work team. The team assesses the patient's needs and makes a plan for the patient, and their carers, if required, to safely discharge. The following page outlines the various statements which make up the 'Transitions Index'.

# The 'Transitions Index' - patient feedback regarding Discharge Planning

## Q1

Before you left hospital, did the doctors and nurses give you sufficient information about managing your health and care at home?

JUL- SEP  
2019 (Q1)

**85%**

STATE  
AVERAGE

**70%**

OCT - DEC  
2019 (Q2)

**80%**

STATE  
AVERAGE

**72%**

JAN- MAR  
2020 (Q3)

**81%**

STATE  
AVERAGE

**72%**

APR- JUN  
2020 (Q4)

**82%**

STATE  
AVERAGE

**71%**

## Q2

Did hospital staff take your family or home situation into account when planning your discharge?

JUL- SEP  
2019 (Q1)

**69%**

STATE  
AVERAGE

**74%**

OCT - DEC  
2019 (Q2)

**72%**

STATE  
AVERAGE

**73%**

JAN- MAR  
2020 (Q3)

**68%**

STATE  
AVERAGE

**74%**

APR- JUN  
2020 (Q4)

**59%**

STATE  
AVERAGE

**75%**

## Q3

Thinking about when you left hospital, were adequate arrangements made by the hospital for any services you needed?

JUL- SEP  
2019 (Q1)

**71%**

STATE  
AVERAGE

**69%**

OCT - DEC  
2019 (Q2)

**71%**

STATE  
AVERAGE

**74%**

JAN- MAR  
2020 (Q3)

**63%**

STATE  
AVERAGE

**68%**

APR- JUN  
2020 (Q4)

**64%**

STATE  
AVERAGE

**70%**

## Q4

If follow up with your General Practitioner (GP) was required, was he or she given all the necessary information about the treatment or advice that you received while in hospital?

JUL- SEP  
2019 (Q1)

**92%**

STATE  
AVERAGE

**88%**

OCT - DEC  
2019 (Q2)

**89%**

STATE  
AVERAGE

**90%**

JAN- MAR  
2020 (Q3)

**91%**

STATE  
AVERAGE

**89%**

APR- JUN  
2020 (Q4)

**84%**

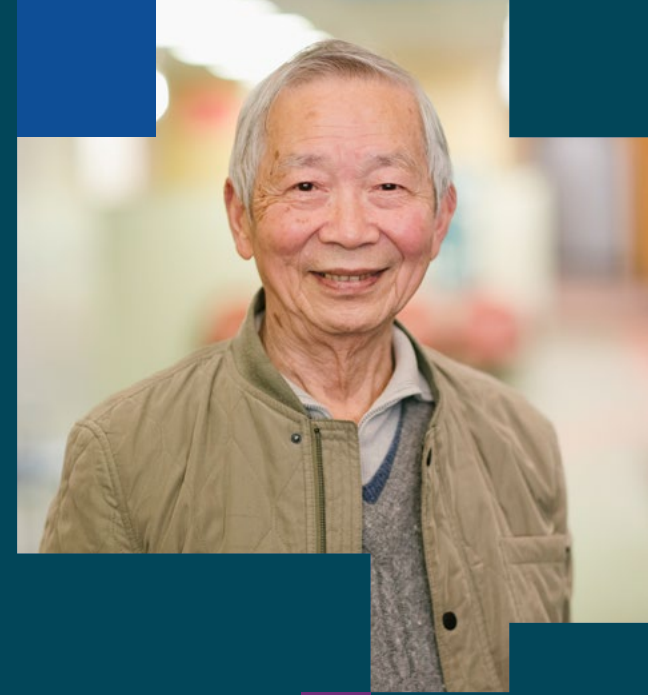
STATE  
AVERAGE


**89%**



## Embracing Diversity

The Eye and Ear is committed to assisting patients from culturally and linguistically diverse (CALD) backgrounds, and being sensitive to their needs and requirements. This means that individuals have the right to have their beliefs and value systems accommodated sensitively and have all aspects of their religion, food, prayer, dress, privacy and customs respected.





### **Aboriginal health - Strategies to improve the cultural responsiveness and safety for Aboriginal staff, patients and families**

The Eye and Ear is committed to ensuring inclusiveness and diversity are at the forefront of all the decisions we make. Continuous improvement drives our approach. This hospital-wide ethos is overseen by our Board and Executive and has resulted in the establishment of key partnerships that support positive patient outcomes.

Our collaboration with the Victorian Aboriginal Health Service (VAHS) has resulted in two outreach clinics at its Fitzroy site. The VAHS Ophthalmology Outreach Clinic, established in November 2018, has had a successful year with increased number of patients referred. The year also saw the introduction of injection and laser services, and the strengthening of patient

referral pathways to the Australian College of Optometry (ACO) outreach clinics at VAHS. Importantly, this care was administered within a culturally safe environment for patients. An additional clinical session started in March 2020 providing greater opportunity for patients to be seen at a suitable time. This clinic sees patients of all ages. The Healthy Ears outreach clinic, a well-established clinic at VAHS, has seen referral numbers and demand for this service increase. The Clinic sees patients up to 21 years of age. The Aboriginal Health Liaison Officers support patients receiving treatment, both at VAHS and at the Eye and Ear. Feedback from patients reflects the importance of continuity of care and feeling culturally safe at the hospital. During the COVID-19 pandemic, surgery has been prioritised for urgent and emergency cases only, which has reduced surgery in the area. The VAHS clinic have reduced patient bookings for

each session so that physical distancing measures can be maintained. Many patients have also made the choice to defer treatment until the COVID-19 situation stabilises. Our Reflect Reconciliation Action Plan (RAP) concluded in February 2020 and we successfully completed all actions in this plan. This Reflect RAP demonstrated the organisation's commitment to reconciliation and to Closing the Gap for eye and ENT health for our Aboriginal and Torres Strait Islander patients. Our RAP Working Group was established to assist with driving our Reflect RAP actions which includes three Aboriginal consumer representatives. It has held us to account and provided extremely valuable advice on ways we can continue to improve our systems and processes to ensure our organisation is culturally aware, safe and respectful. In October 2019 we began developing our second RAP—the Innovate RAP.



The Innovate RAP contains actions that will build on the work achieved in our Reflect RAP and provides a pathway for the organisation to continue our reconciliation journey. At the time of writing, (September 2020) the Innovate RAP had been endorsed by Reconciliation Australia, our Board and the Primary Care & Population Health Advisory Committee. The Innovate RAP is a 2 year plan and will be in place from July 2020 to July 2022.

As an organisation we have focussed on creating a culturally safe environment for our Aboriginal and Torres Strait Islander patients, visitors and staff. This

commitment has been supported by increased cultural awareness of our staff. Over the past year, staff at the Eye and Ear engaged with five other Victorian health services to develop an Aboriginal Cultural Awareness e-learning package. This package includes topics such as: the history of colonisation and segregation; the Stolen Generation; legislation and political history; significant historical events for the Aboriginal community; cultural practices; and, how to provide a culturally safe environment for Aboriginal and Torres Strait Islander patients, carers and staff. There is a core component which provides general information for all staff and an additional

section tailored for managers focussing on recruitment and retention of Aboriginal staff, and the organisation's Aboriginal Employment Plan. The e-learning package was implemented in April 2020 and is mandatory for all staff to complete. Within two months, by the end of June 2020, over 40% of staff and 100% of Board Directors had completed it. The feedback has been overwhelmingly positive and staff have reported significant learnings.

### Interpreters

The Eye and Ear has an in-house interpreter service providing language support for patients who speak Greek, Vietnamese, Cantonese and Mandarin. The interpreters have worked at the Eye and Ear for many years and are familiar with medical terms used in a clinical setting, which is valuable given the context they are operating in. The team is able to manage a number of bookings in various clinics and wards and are responsive to patient requirements.

External interpreter services are used when patients speak a language not supported by this team. This is either through booking a face to face external interpreter or using a phone interpreting service.

Over the past year, there was a decrease in requests from patients for interpreters when compared to the previous year. This is linked in part to COVID-19 which resulted in significantly reduced patient numbers from March - June 2020.

The hospital's internal interpreters attended **5,393 appointments** during the year and external interpreters assisted the hospital with **5,739 appointments**.

Over the past year, interpreter services were used in more than **13,000 appointments spanning 84 different languages**. Mandarin, Vietnamese and Greek were the most common languages requested.

Throughout the year we communicate with staff on diversity initiatives via our internal newsletter. This information is also regularly included on our intranet so staff can access the information at all times.

**People Matter Survey  
2019 results show:**

**78%**

of staff say that our organisation provides diversity and inclusion.

**79%**

of staff say gender identity is not a barrier to success in my organisation

**86%**

of staff say that cultural background is not a barrier to success in the organisation

**71%**

of staff say that disability is not a barrier to success in my organisation

**82%**

of staff say that age is not a barrier to success in the organisation

**80%**

of staff say that the organisation provides equal employment opportunity

**81%**


of staff say that sexual orientation is not a barrier to success in my organisation



Read the full story at [eyeandear.org.au](https://eyeandear.org.au)

27 

The hospital has **27**  
**consumer representatives**

14 

The consumer  
representatives sit  
across **14 Committees**  
**and Working Groups.**

## Collaborating with consumers

The hospital has a group of consumer representatives who partner with us in a variety of activities including:

- review of policies, procedures, frameworks,
- review of publications and patient information,
- provision of feedback on processes, and
- assistance in monitoring hospital progress against National Standard accreditation actions.

The suggestions and feedback provided by our consumer representatives help us to meet the needs of our patients and community. This ensures hospital services are patient centred.

Since February 2020 our Committees have been temporarily suspended to focus on planning our response to the COVID-19 pandemic. The Committees have recently resumed with consumers now participating along with staff through virtual meetings.



**Click here** to find out how to join  
our Consumer Register





## Listening to our Staff

Each year, all Eye and Ear staff are encouraged to take part in the **People Matter Survey (PMS)**, an employee opinion survey conducted by the **Victorian Public Sector Commission**. The survey is an opportunity for staff to present their views on the workplace culture and safety, express concerns, report on job satisfaction and engagement.

Our 2019 People Matter Survey results continued to reflect a positive trend in workplace culture, and was favourable in comparison with other hospitals.

The Eye and Ear results related to patient safety culture in 2019 were among the top in the state at 78%, which was an improvement from 77% in 2018. Eight patient safety indicators are measured in relation to safety concerns, reporting, organisational culture, training and improvement work.

Although we have a very positive result, we continue to actively support and improve staff safety.

Our 2020 PMS has been delayed until October 2020, due to COVID-19.



Read the full story at  
[eyeandear.org.au](http://eyeandear.org.au)

# Patient-centred care training

**Treating each patient as an individual includes providing information that is easily understood facilitates safer patient care and improves the patient experience. Staff training is provided across the hospital to nurses, doctors, security, porters, administrative staff, and clerks.**

In late 2019, the Institute for Communication Management and Leadership facilitated two training sessions for staff: 'Unconscious Bias' which outlines how to become aware of personal bias to make better decisions; and 'Bystander Intervention' where staff were able to learn a communication technique to speak up against inappropriate behaviour.

Other training focused on empathy was facilitated by the educational dementia immersive virtual reality training from Dementia Australia. We also provided training to 40 staff completing the Guide Dogs Australia called "Dialogue in the Dark" training.

Face to face training related to improving the patient experience was not able to proceed as planned in the second half of 2019-20 so the focus was shifted to promoting messages of kindness.

The Patient Experience team coordinated the "Hearts of Kindness" wall displays which brightened the days of many people. This was initiated during Patient Experience Week in late April. Kindness boxes were also delivered to staff to say 'thank you' for providing outstanding patient and carer experiences. Ensuring our staff feel well supported can translate into a better experience for our patients and their carers.

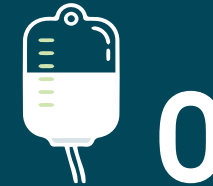
## Quick Facts



In 2019-20 the Eye and Ear exceeded the 84% target set by DHHS for staff flu vaccination rates.



83.5% of hand hygiene compliance was achieved in line with DHHS targets.



No incidences related to the administration of Blood and Blood products and wastage.



There were no cases of Staphylococcus Aureus, and Clostridium Difficile common causes of hospital acquired infection. No cases of Post-operative eye and ear infections.



28 patients fell while at the Eye and Ear, with no significant harm incidents.



100% of patients assessed to need a falls risk assessment had one completed with involvement of their carer where available.



2

We had less pressure injuries recorded during an inpatient stay this year, and no serious (grade 3 & 4) pressure injuries.



930

930 employees, 520 Full time equivalent



7,000

Our volunteers have given over 7,000 hours of their time and provided direct assistance to 25,000 patients.



13,636

13,636 interpreter appointments for 84 different languages



27

27 registered consumers partner with us to help improve services

# The impact of COVID-19

**The health and wellbeing of our patients, visitors and staff is our biggest priority, and we have taken many steps to maintain this during the pandemic. Responding to COVID-19 has required us to work differently together to devise ways that we never have before. We are working to ensure we have been responsive and undertake the best possible organisational response to COVID-19.**

Over the last several months, a number of initiatives have been introduced including:

- telehealth appointments,
- increased infection prevention cleaning at both sites,
- a new clinical concierge screening procedure for all visitors and staff before entering the hospital,
- increased patient wait areas,
- reduced staff movement onsite,
- increased staff tea break areas, and
- redeployed staff to areas of need.

The clinical concierge procedure was put in place at both hospital sites. All patients, visitors and staff are asked screening questions, have their temperature checked and are asked to sanitise their hands upon entry.

Our Outpatient Booking Unit established a new phone recording, which provided patients with useful hospital information while they were waiting for their call to be answered.

Telehealth became an important way for patients to be reviewed remotely by clinicians. Whilst we previously offered telehealth appointments, medical staff were able to identify more patients who were suitable for video call or telephone review. The patient is sent further information including how to access their telehealth or video call appointment.

Some of our staff have been redeployed to the state-wide COVID-19 response which has included: participation in the testing of residents in the Melbourne public housing towers; supporting the residential aged care sector and, to hospitals impacted by COVID-19 related staffing shortages. Other members of staff have been seconded to work at the DHHS to support the COVID-19 health sector response.

# The National Standards

**Hospital accreditation is a critical component to provide the assurance to patients that we are using best practice quality and safety processes in our clinical service delivery.**

The Eye and Ear is assessed against the national accreditation program developed by the Australian Commission on Safety and Quality in Health Care (ACSQHC). The second edition of these Standards started in January 2019. A particular focus is Health Literacy, areas of vulnerability and Aboriginal and Torres Strait Islander people who are amongst the most disadvantaged in our community.

The eight minimum standards for best practice are referred to as the National Standards (NS) include:

1. Clinical Governance
2. Consumer Engagement
3. Infection Prevention/Control
4. Medication Safety
5. Comprehensive Care\*
6. Communicating for Safety\*
7. Blood Management
8. Acute Deterioration

Patient Identification and Clinical Handover have merged into one priority action area referred to as 'Communicating for Safety'. 'Comprehensive Care' standard includes falls and pressure injury safety, nutrition, prevention of delirium, mental health and end of life care.

The Eye and Ear was audited against the previous Standards in October 2017. All 256 actions were met. The review was extremely positive about the commitment provided by consumers and staff to develop and implement safety programs and quality improvements.

As outlined earlier, the Eye and Ear's next on-site accreditation has been put on hold until late 2021 due to the COVID-19 pandemic. Some of the safety and quality activities undertaken as part of these new standards are detailed below.



Read the full story at [eyeandear.org.au](https://eyeandear.org.au)

\* New standard



## Continuity of Care

The South Eastern Cochlear Care Centre officially opened in Dandenong in September 2019. The Centre was established with the objective of bringing hearing care and maintenance for cochlear implants recipients closer to patients living in the outer South Eastern region. The Centre is a collaboration between the hospital and Cochlear Ltd. It is the third centre of its kind to open, other centres are based in East Melbourne and Geelong. The South Eastern Cochlear Care Centre is located in an area that is anticipated to have future growth in demand for cochlear implants.





### Improvement and change

The hospital has employed the model of improvement from the Institute of Healthcare Improvement across many departments. This included a project where ophthalmic nursing staff in the Emergency Department were able to upskill to use slit lamps. This allowed them to assess and manage patients with chalazion, a condition affecting the eyelid. Members of our nursing staff identified an opportunity to improve the management of patients who become dizzy and faint on the ward after nasal surgery. A process was devised to manage patients, and an education program for nursing staff on the management of vasovagal episodes.

Consumer representatives were invited to attend an interactive 90 minute workshop to learn the principles of the standardised improvement framework by the Model

for Improvement from the Institute for Healthcare Improvement (IHI). These consumers are now trained and ready to work with IHI trained staff to collaborate in and co-design activities.

### Advance Care Planning

In order to improve staff and consumer awareness and knowledge about Advance Care Planning (ACP), we developed a video and six patient information sheets in English and our top five languages. The project was driven by the working group, and was funded by the Nelken Trust. This work will inform patients how to document their preference for medical treatment, in case they are unfit to do so in the future.



[Click here to access the video and factsheets.](#)

# We want your feedback

The 2018–19 Quality Account report was distributed to the community via: our website, various community organisations, GP clinics, hospital consumers and Committee members. It was also available in hard copy throughout both campuses of the hospital and was promoted via social media. Feedback opportunities were available via our digital channels and by using a tear out response form in the hardcopy version.

The consumers on our Community Advisory Committee and Clinical Quality Committee also provided feedback on the report through meetings.

Based on feedback, the following changes have been made:

- The report was made into a digital publication that is screen reader accessible, with appropriate tagging and structure.
- Full articles will be made available to read on the Eye and Ear website.

## Distribution of this report

The 2019–20 Quality Account will be distributed to health care partners, GP clinics, community leaders and relevant partner organisations. Copies will be available on the website: [eyeandear.org.au](http://eyeandear.org.au)

We welcome your feedback on all aspects of our services and this report. Please keep us informed by:

**Telephone** (03) 9929 8666

**Email** [info@eyeandear.org.au](mailto:info@eyeandear.org.au)

## Mail

Consumer Liaison Officer  
The Royal Victorian Eye and Ear Hospital  
Locked Bag 8, East Melbourne  
VIC 8002

**In Person (on site)** You can speak to our Consumer Liaison Officer





我們是提供眼、耳、鼻、喉專業保健服務方面的領導機構，對此我們深感自豪，而且我們還將繼續在服務、研究、培訓方面追求卓越。該報告以不同方式提供；這包括大字本和錄音磁帶，報告中的某些部份已譯成希臘文、意大利文、越南文和中文。撥打 (03) 9929 8689 或電郵 [info@eyeandear.org.au](mailto:info@eyeandear.org.au)，聯絡公共關係處，即可獲得。

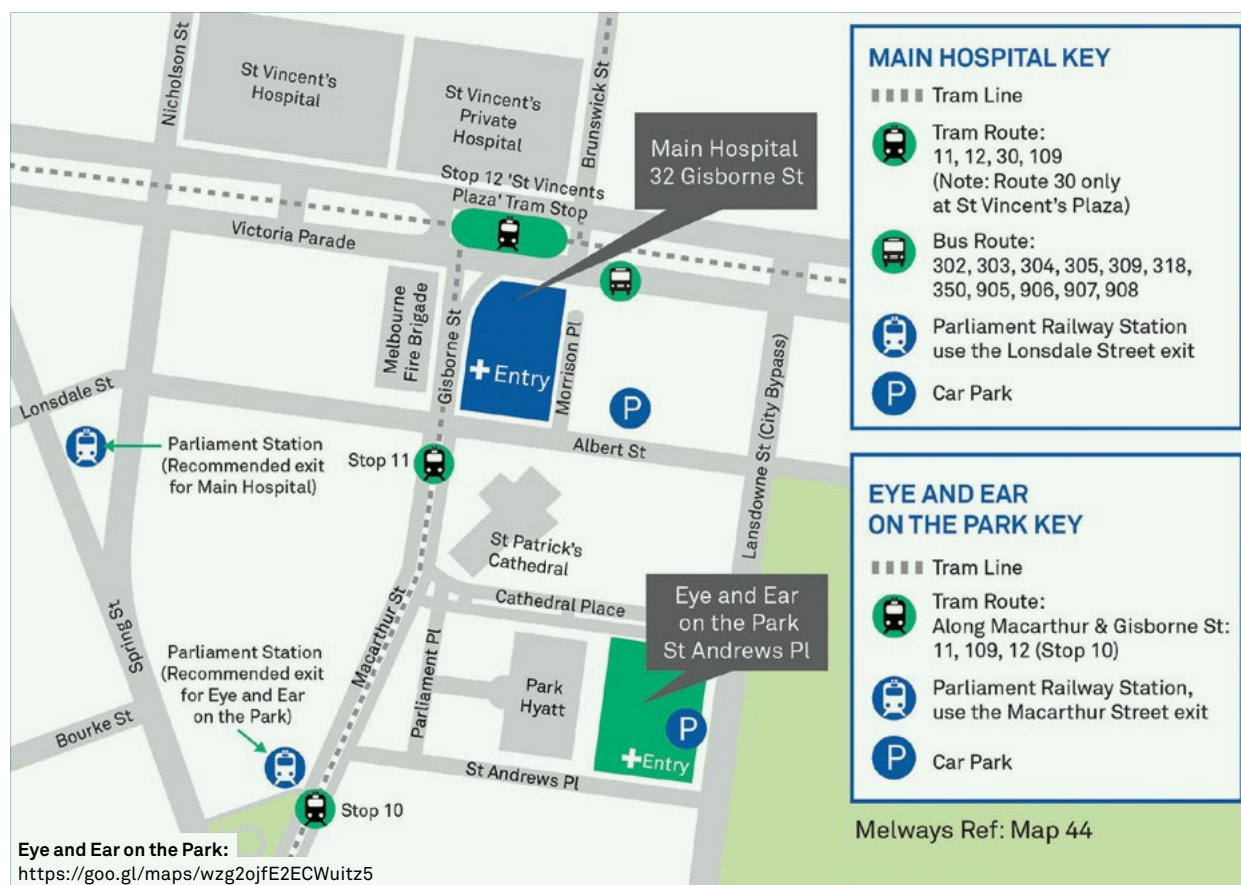
ωτορινολαρυγγολογικών υπερησίων και συνεχίζουμε να επιδιώκουμε διακρίσεις στην παροχή υπηρεσιών, επιστημονική έρευνα και εκπαίδευση. Μπορείτε να έχετε πρόσβαση σε αυτή την αναφορά σε διάφορα σχήματα. Συμπεριλαμβανομένων έντυπα με μεγάλα γράμματα και μαγνητοφωνημένες ταινίες. Επίσης μέρη της αναφοράς διατίθενται στα Ελληνικά, Ιταλικά, Βιετναμέζικα και Κινέζικα. Μπορείτε να λάβετε ένα από αυτά τα έντυπα με το να επικοινωνήσετε με το Τμήμα Δημοσίων Σχέσεων στον αριθμό (03) 9929 8689 ή στην ιστοσελίδα [info@eyeandear.org.au](mailto:info@eyeandear.org.au)

Chúng tôi rất hạnh diện trong vai trò dẫn đầu , để cung cấp các dịch vụ y tế chuyên môn về mắt , tai , mũi , họng và luôn tìm cách tốt nhất để phục vụ,nghiên cứu và huấn luyện . Quý vị có thể tìm được thông tin này qua nhiều hình thức khác nhau, điều này bao gồm cả bản in chữ lớn và băng ghi âm và nhiều phần trong thông tin này được viết bằng tiếng Việt , Ý, Hy Lạp và Trung Hoa Xin hãy liên lạc phòng thông tin,quảng bá (Marketing and – Communication) Tel(03)99298689 hoặc email – [:info@eyeandear.org.au](mailto:info@eyeandear.org.au), để có được thông tin này.

Siamo orgogliosi del nostro ruolo preminente nel campo dell'assistenza medica specializzata nella cura degli occhi, orecchi naso e gola ed aspiriamo ad eccellere sempre nelle prestazioni dei servizi, nella ricerca e nella formazione professionale. Questa relazione e' disponibile in diversi formati, tra questi una versione su audiocassetta ed una versione stampata a grandi caratteri. Alcuni brani della relazione sono disponibili in greco, italiano, vietnamita e cinese. Per ottenerne copia contattate l'ufficio Marketing and Communications telefonando al numero (03) 9929 8689 o scrivendo a [info@eyeandear.org.au](mailto:info@eyeandear.org.au).

# How do I get to the Eye and Ear in East Melbourne?

We have two sites, see below.



Assistance can sometimes be made available for vision-impaired patients arriving via train at Parliament Station. Please call +61 3 9929 8666 for further information.



## The Royal Victorian Eye and Ear Hospital

**E** [info@eyeandear.org.au](mailto:info@eyeandear.org.au)

**T** +61 3 9929 8666

**F** +61 3 9663 7203

**TTY** +61 3 9663 8052

### Main Hospital

32 Gisborne Street  
East Melbourne  
Victoria 3002

### Eye and Ear on the Park

St Andrews Place  
East Melbourne  
Victoria 3002

[eyeandear.org.au](http://eyeandear.org.au)

