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**1800 451 300**

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16 August 2021

«AddressBlock»

«GreetingLine»

We are writing to invite you to participate in an important study being undertaken on behalf of Peninsula Health's MEPACS Personal Alarm Service by the Social Research Centre. Findings from the research will help to improve MEPACS services, in line with the expectations of clients, carers, relatives and the wider community.

If you would like to participate, you do not need to respond to this letter. An interviewer may call over the next few weeks and you can complete the survey at that time, or you can make an appointment for an interviewer to call you at a more suitable time. The survey will take approximately 10 minutes, depending on your answers.

While we hope that you do take part in this research, participation is voluntary and you can withdraw at any time during the survey.

The survey will ask about your overall service needs and your perceptions of the service. No details of health services or diagnosis are required. You will not be identified in the research and your responses cannot be traced back to you. Your privacy will be protected at all times and your involvement will not jeopardise any future involvement with MEPACS or Peninsula Health.

Both Peninsula Health and the Social Research Centre are bound by the Commonwealth Privacy Act and strict confidentiality principles to ensure your privacy is protected.

If you decide that you do not wish to participate in this survey please call MePACS on **(03) 9788 1409** (Monday to Thursdays).

If you have any queries about the research, please contact Sheryl Nelson, Customer Service Manager MEPACS Peninsula Health on 1800 451 300.

Thank you for your assistance and cooperation.

Manager

MEPACS Peninsula Health

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