



MePACS
Personal Alarm Care Service

PO Box 52
Frankston
VIC 3199

1800 451 300
ABN 52 892 860 159

<Insert Address Block>

27 November 2023

Dear <Insert name>

Invitation to share your feedback

MePACS Personal Alarm Service (part of Peninsula Health) is conducting a research survey through the Social Research Centre. Findings from the research will help to improve MePACS services, to ensure we continue to meet the expectations of clients, carers, relatives and the wider community.

If you would like to participate in the survey, you do not need to respond to this letter. An interviewer from the Social Research Centre may call you over the next few weeks; and you can either complete the survey then or make an appointment for a more suitable time.

The survey will take approximately 10 minutes, depending on your answers. The interviewer will ask about your overall service needs and your perceptions of the service. No details of personal health conditions are needed.

Your privacy

Your privacy will be protected at all times and your participation in the survey will not jeopardise any future involvement with MePACS or Peninsula Health. You will not be identified in the research and your responses are anonymous.

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.

Opt out

If you have any questions, or do not wish to participate in this survey, please call MePACS on 1800 451 300 and select Option 2 before 5.00PM Wednesday 6th December 2023. We hope that you choose to take part in this research, however participation is voluntary and you can stop the survey at any time.

Thank you for your assistance and cooperation.

Michelle McDade
General Manager - MePACS