

Frequently asked questions

What is a Health Voice?

A Murray Health Voice is someone who is interested in helping to improve health outcomes and health services in their local area.

Who can register?

Anyone aged 10 to 110 who lives in or borders our region (from Mildura down to Woodend, across to Seymour and up to Albury).

Is it free and easy to register?

Yes!

How do I register?

There are several ways you can register:

- Go to Murray PHN's website murrayphn.org.au/healthvoices
- Type "Murray Health Voices" into your internet browser
- Go to Murray PHN's Facebook or Twitter page

What information do I have to provide?

1. Your email address
2. Name, age and gender
3. Suburb and postcode

You can also provide optional information, including your phone number and whether you identify as Aboriginal or Torres Strait Islander.

We also ask two questions that enable us to send targeted surveys, when we need to hear from people with a particular interest in a specific health area.

How often will I be asked to participate?

Only every month or two.

What do you do with the information?

We use the feedback we receive to determine areas of greatest need, which help us with health planning and decisions on funding. Other organisations that we work with also benefit from the general insights and ideas shared.

What will I be asked?

You will be asked to provide your health experiences and thoughts in a range of areas through a survey. For example: do you participate in cancer screening requests and why or why not? What do you do to maintain your mental health? Or what more could be done in your local area to support people living with mental ill-health?

How do I complete a survey?

You will be sent an email with the survey link. You can complete the survey online, anytime, and from anywhere with an internet connection.

How long are surveys open?

Surveys are usually open for two-weeks.

Can I see the results?

Yes, we summarise the results and publish them on our website. We then email you to let you know what we've heard. See previous feedback at: murrayphn.org.au/what-weve-heard

Will my information be safe?

Your personal information will be kept private and confidential and will not be shared with any third parties. Survey results are themed, and no individuals are able to be identified through the data.

Why am I not receiving emails?

Your email service provider (e.g. Hotmail, Outlook, Gmail) may identify our emails as spam, clutter or promotions. Be sure to check all of your email folders. You can mark our emails as not junk and add us to your safe senders list to avoid it happening again in future.

Is it compulsory to answer every survey or question?

If you find a survey irrelevant, or miss answering it before it closes, that's ok. It is completely up to you how often you wish to participate. While some questions are required – so that we can fully understand the data – many questions can be skipped.

Are there any other benefits of joining?

Yes. We will also help to build your health literacy and provide you with information that may assist you with your own healthcare, particularly if you experience chronic illness.

Can I encourage others to join?

Absolutely! The more Voices we hear from, the more our understanding of the health issues and opportunities in our diverse communities will grow.

Can I unsubscribe?

Yes, but we believe you will discover significant value in being a Health Voice over time. You can always stop your participation at any time by going to the bottom of a Health Voices email and clicking 'unsubscribe'.