

Address & contact details

Phone	(03) 9419 2922
Fax	(03) 9417 6739
Email	clinic@fcc.com.au
Website	www.fcc.com.au
Location	118 Wellington Parade, East Melbourne, Vic, Australia 3002

How to get to the Fertility Control Clinic

Car	Wellington Parade - 2hr parking Powlett Street - 2hr parking Simpson Street - 2hr parking George Street - 2hr parking Pullman Hotel Parking
Train	Jolimont Station - Hurstbridge Line Jolimont Station - Mernda Line
Tram	Jolimont Station/MCG # 48 and 75 Simpson St/Wellington Pde # 48 and 75
Bus	Bridge Rd # 246

Hours of operation

Monday	7:45am-5:00pm
Tuesday	7:45am-5:00pm
Wednesday	7:45am-5:00pm
Thursday	7:45am-5:00pm
Friday	7:45am-5:00pm
Saturday (alternate)	7:45am-12:00pm
Sunday	Closed

Doctors

Dr Louis Rutman	MBBS, Dip Obs RCOG
Dr Greg Levin	MBBS, Family Planning Certificate
Dr Kathy Lewis	MBChB, BSc (Hons)
Dr Ian Roberts	MBBS, MRCOG, FRCOG

Customer feedback

Why do we want to hear from you?

It is important to give our patients a voice to share their experiences and for us to listen carefully to what is being said.

We would like to know if we were respectful of and responsive to, the preferences, needs and values of our patients.

Your experience will tell us what worked well and what might need to change.

Let us talk

You can start a conversation about any concerns, feedback or compliments you have by speaking with the staff member looking after you.

Alternatively, you can speak to our Complaints Officer; use this form or email us your feedback.

What you should expect from us

Our policy is to promptly respond to patient feedback within 7 days of receiving information.

We will share your feedback with our staff in a private and confidential manner to ensure we learn from the experience.

We will also work with you to assess the most appropriate way to resolve the complaint and provide the best outcome possible.

If you are not satisfied with the way we have responded to your feedback or wish to take further action, the Health Services Commissioner of Victoria provides independent mediation for complaints about health care services.

Happy with our care?

Please tell us what we did well.

Unhappy with our care?

Please tell us what happened, when and where, and who was involved.