

How do I provide feedback?

Talk to your Care Worker about your feedback

☎ 1300 377 074

Fill in this form and post it to:

allcare™
iAccelerate Centre (239)
University of Wollongong
Squires Way
North Wollongong NSW 2500

Online

Visit our website and click on the Feedback tab to fill in the form on line.

Who can provide feedback?

Everyone is encouraged to share their thoughts on how we are doing.

What happens to your feedback?

Any information you share with us will be treated with the strictest confidence. We will let you know we have received your feedback within 2 days.

Once the feedback is received it will be reviewed by management. Allcare will aim to address the feedback within 14 days. If we need more time, we will let you know.

Compliments will certainly be passed onto our dedicated care workers.

Your Privacy

allcare™ respects your feedback and privacy. All information you provide will be kept confidential and will be kept on file to ensure we respond in an efficient manner.

We provide a cost effective, innovative, flexible, quality service supporting you and your loved ones to age in their own home and surroundings.



Need Help? Contact us today

☎ 1300 377 074

✉ info@allcare.org.au

🌐 www.allcare.org.au

At allcare, we want to understand our client's needs and aspirations.

We want to discover what is important to our clients so we can work together to meet their needs ensuring they are in control of their life.

All feedback, whether it is a suggestion, concern, compliment or general comment helps us improve the way we do things and allows us to deliver the best service possible to our clients.

We welcome you to share your thoughts with us.

Thank you from,

The allcare team
www.allcare.org.au



Contact us today on
1300 377 074
info@allcare.org.au

My feedback relates to

The care or services I am receiving
The care or services someone else is receiving

Preferred Method of Contact

I prefer to remain anonymous

Or

Personal Details

Name
Address
Suburb
Phone
Email

I would like to share a

Suggestion
Concern
Compliment
Comment

Concern resolution

Would you like to be involved in the resolution process?
Yes
No

Would you like feedback on the resolution of this concern?
Yes
No

Please share your thoughts with us

Please attach any additional information to this form.

Please provide your feedback:

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If you feel your feedback has not been resolved, the following avenues are available to you.

Aged Care Quality & Safety Commission
GPO Box 9819
Sydney NSW 2000
1800 951 822
www.agedcarequality.gov.au

Seniors Rights Service – Advocacy service
1800 424 079
www.seniorsrightsservice.org.au

Thank you for your taking your time to share your thoughts.

allcare team
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