

## Your feedback matters to us!

At Bethany Christian Care, we are committed to providing high quality care and services, and continuously improving all that we do.

We can only address issues if we know about them, so we value all feedback – including complaints.

Please let us know what we do well and where we can improve our services.

## What we'll do next

The Care Manager or relevant department head will review your feedback, investigate any issues you've raised, and send you a written response within 14 days.

We may get in touch earlier to get more details or explain what we've done so far.

Your feedback, counsel and instruction improve our care and services.

Feedback enables us to continuously improve the quality of our care for each of our residents, and apologise for and address things that may have gone wrong.

## Need help to give feedback?

Our friendly staff can help you complete a feedback form. You can also speak to independent advocacy services, who provide free, confidential support for residents and their representatives to raise and address issues:

Aged and Disability Advocacy  
1800 818 338  
adaaustralia.com.au

Older Persons Advocacy Network  
1800 700 600  
opan.com.au



# FEEDBACK FORM

Please hand your completed form to the front desk, leave it at a collection point or email it to [bethany@bethanycc.org.au](mailto:bethany@bethanycc.org.au).



# FEEDBACK FORM

## This is a:

- Complaint
- Compliment
- Comment
- Proposal for Improvement
- Follow-up to a previous feedback form
- Other:

## Relating to:

- The Plains
- Janoah Gardens
- Beth Eden

## I am a:

- Resident of Aged Care Room:
- Resident of ILU/ SA:
- Relative or friend of:
- Staff member
- Other:

## Details:

## Details continued:

(Attach additional sheets if required)

## From:

Name:

Contact phone number:

Email address:

Signature:

Date:

Thank you for taking the time to provide  
feedback about our service.

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desk, leave it at a collection point or email it  
to [bethany@bethanycc.org.au](mailto:bethany@bethanycc.org.au)