



Customer Feedback Form

It would be appreciated greatly if you could spare a few moments to answer these questions in relation to your recent experience with our service.

1. How did you hear of Tender Living Care? Via Jennifer Almana Ministrate (previous elient						
2. What was the main reason you chose our service? Med to find Wursing Home care -						
pressure from Hospital to get Dad out of there pre- Ehre	stmas-li	the dime to be	xxx around			
3. Did you feel your consulfant was:	Yes	No	Unsure			
a) Knowledgeable						
b) Helpful	Ū	The second second second second	- 100 - 100			
c) Caring	Ø					
d) Responsive	Ø					
e) Understood my specific requirements	Q					
4. Wêrê you well informed about: •	Yes	No	Unsure			
a) The aged care accommodation placement process	Ø					
b) Appropriate facilities available						
c) Basic fees and charges required						
d) The progress of your case	d					
Comments Thank you for negotiating the reduce	tion in B	ond on aur	behalf.			
5. Did you feel that you received a quality service for the co	st incurred	? Yes ঢা	No 🗆			
6. What things do you think we could improve? Consid	er the fa	tent a fam	ily ahead			
of the Social Worker.						
		Name of the Control o				
7. Would you recommend Tender Living Care to others	ena 1996 Silveria	Yes 🗹	No 🗆			
7. Would you recommend Tender Living Gare to others 8. Any other Comments you would like to make? Was much appreciated at a time of high stress and your service invaluable ingetting a placement for Tad. Thank You! Many V. Many V. Many V. We appreciate the time you have taken to complete this questionnaire. This feedback is						
was much appreciated at a time of high others and your service invaliable						
ingetting a placement for Jad. Thank you!	Mar	y V. MALLY.				
We appreciate the time you have taken to complete this que	uestionnair	e. This feedb	ack is			

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2. What was the main reason you chose our service?	So As	I DID N	07			
HAVE DO DEM WITH THE BUREHUCRATIC	RED 1	TAPE,				
3. Did you feel your consultant was:	Yes	No	Unsure			
a) Knowledgeable	卤					
b) Helpful	Ø					
c) Caring	Ø					
d) Responsive	Ø					
e) Understood my specific requirements	Ø					
4. Were you well informed about: -	Yes	No	Unsure			
a) The aged care accommodation placement process	d					
b) Appropriate facilities available	Ø					
c) Basic fees and charges required	Ø					
d) The progress of your case	\square					
Comments VERY HAPPY WITH THE SOR	MCE p	ROUINED				
5) Did you feel that you received a quality service for the co	stincured	? Yes ✓	No.□			
6. What things do you think we could improve?						
The state of the s						
7. Would you recommend Tender Living Care to others		Yes ☑	No 🗌			
8. Any other Comments you would like to make?						
ESPECIAL PROPERTY FOR CHARGE CONTROL C						

We appreciate the time you have taken to complete this questionnaire. This feedback is very valuable to Tender Living Care's quality improvement process.

TENDER LIVING CARE 700 High Street, Kew East 3102 Ph: 1300 889 356 Fax: (03) 9859 3577 www.TenderLivingCare.com.au







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	THE STATE OF THE PROPERTY AND STATE OF			
3. Did you feel your consultant was:	Yes	No	Unsure	
a) Knowledgeable	W			
b) Helpful	Ŀ	Sattera gala at tradique de magada a con-		
c) Caring	B			
d) Responsive	□			
e) Understood my specific requirements	Z			
4. Were you well informed about: -	Yes	No	Unsure	
a) The aged care accommodation placement process	<u> </u>			
b) Appropriate facilities available	豆			
c) Basic fees and charges required	B			
d) The progress of your case	9			
Comments				
5. Did you feel that you received a quality service for the co	st incurred	? Yes 🕡	No 🗌	
6. What things do you think we could improve?			5	
About AND BEYOND MY EXPECTATIONS.				
			/	
7. Would you recommend Tender Living Care to others	West,	Yes 🗹	No 🗆	
8. Any other Comments you would like to make? FROM FIRST CONTACTING YOU				
TO A PREFERROD KACEMENT WITHIN A WEEK	(TO M	puing in	FWE	
DAYS LATER, AND BEING WELL SUPPORTED ALONG THE WAY				

We appreciate the time you have taken to complete this questionnaire. This feedback is very valuable to Tender Living Care's quality improvement process.

WAS TRUE AMAZUL. THANKYOU SO MUCH FOR HELP!

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