



**COPY**

**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? <i>via Jennifer <del>McDonnell</del> (previous client)</i>			
2. What was the main reason you chose our service? <i>Need to find Nursing Home care - pressure from Hospital to get Dad out of there pre-Christmas - little time to 'look around'</i>			
3. Did you feel your consultant was:	Yes	No	Unsure
a) Knowledgeable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Helpful	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Caring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Responsive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Understood my specific requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you well informed about:	Yes	No	Unsure
a) The aged care accommodation placement process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Appropriate facilities available	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
c) Basic fees and charges required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The progress of your case	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments <i>Thank you for negotiating the reduction in Bond on our behalf.</i>			
5. Did you feel that you received a quality service for the cost incurred?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
6. What things do you think we could improve?		<i>Consider the patient &amp; family ahead of the Social Worker.</i>	
7. Would you recommend Tender Living Care to others		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
8. Any other Comments you would like to make?		<i>Denise, your care and assistance was much appreciated at a time of high stress and your service invaluable in getting a placement for Dad. Thank You! Mary V. <del>McDonnell</del></i>	

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

*Denise*



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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?		RECOMMENDED BY MR FRANK <del>FRANK</del>	
2. What was the main reason you chose our service?		SO AS I DID NOT HAVE TO DEAL WITH THE BUREAUCRATIC RED TAPE.	
3. Did you feel your consultant was:	Yes	No	Unsure
a) Knowledgeable	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Helpful	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Caring	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Responsive	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e) Understood my specific requirements	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Were you well informed about: -	Yes	No	Unsure
a) The aged care accommodation placement process	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Appropriate facilities available	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Basic fees and charges required	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) The progress of your case	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Comments VERY HAPPY WITH THE SERVICE PROVIDED			
5. Did you feel that you received a quality service for the cost incurred?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
6. What things do you think we could improve?			
7. Would you recommend Tender Living Care to others		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
8. Any other Comments you would like to make?			

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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 ?		GOOGLE WEB SEARCH	
2. What was the main reason you chose our service?		HELPFUL ADVICE ON WEBSITE	
3. Did you feel your consultant was:		Yes	No
a) Knowledgeable		<input checked="" type="checkbox"/>	<input type="checkbox"/>
b) Helpful		<input checked="" type="checkbox"/>	<input type="checkbox"/>
c) Caring		<input checked="" type="checkbox"/>	<input type="checkbox"/>
d) Responsive		<input checked="" type="checkbox"/>	<input type="checkbox"/>
e) Understood my specific requirements		<input checked="" type="checkbox"/>	<input type="checkbox"/>
4. Were you well informed about: -		Yes	No
a) The aged care accommodation placement process		<input checked="" type="checkbox"/>	<input type="checkbox"/>
b) Appropriate facilities available		<input checked="" type="checkbox"/>	<input type="checkbox"/>
c) Basic fees and charges required		<input checked="" type="checkbox"/>	<input type="checkbox"/>
d) The progress of your case		<input checked="" type="checkbox"/>	<input type="checkbox"/>
<b>Comments</b>			
5. Did you feel that you received a quality service for the cost incurred?		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
6. What things do you think we could improve?		NOTHING - EVERYTHING WAS ABOVE AND BEYOND MY EXPECTATIONS.	
7. Would you recommend Tender Living Care to others		Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
8. Any other Comments you would like to make?		FROM FIRST CONTACTING YOU TO A PREFERRED PLACEMENT WITHIN A WEEK TO MOVING IN FIVE 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 TRULY AMAZING. THANKYOU SO MUCH FOR ALL YOUR HELP!!