

Tell us about it.

Make a suggestion, pay us a compliment, lodge a complaint.

Help us improve our services to you

Feedback? Compliments? Complaints?

No matter what the issue is, we want to hear about it.

Our passion is improving quality of life for people in need. With your help we can continue to improve our services to you. Just take a few minutes to fill in the attached form and give it to one of our staff or post it back to us free of charge. If you have a comment about our services, such as the Dementia Centre, Hammond College, Dementia Behaviour Management Advisory Service (DBMAS) or Severe Behaviour Response Team (SBRT) or any other aspect of HammondCare, please include specifics so we can follow up for you.

We're happy if you are

There is nothing quite as motivating as receiving a kind word. In fact, when someone compliments one of our staff members it helps us to recognise that employee appropriately. So, if you've experienced outstanding service, please let us know so we can pass it on.

We're not happy if you aren't

We are dedicated to providing you with the best level of service. Even with the greatest effort and best intentions, sometimes mistakes occur. When this happens, we want to hear about it. That way we can rectify any problem as quickly as possible and restore your confidence in our service.

Tell us your feedback

- **Fill in the following form and mail it to:**
HammondCare Chief Executive,
Level 2, 447 Kent Street, Sydney NSW 2000
- Verbally or in writing to any one of our staff or at any facility, service or hospital.
- Contact the manager of your service. Ask any of our staff for the contact details of the manager at your service.
- Additional feedback forms are available at www.hammond.com.au/about/feedback or by calling HammondCare's main office.

Our staff will do everything they can to rectify any issue straight away where possible. We will acknowledge receipt of your complaint within five working days and aim to fully respond to your complaint within 15 working days.

If you are still not satisfied, you can ask the Chief Executive to review the matter.

Still not happy?

In the unlikely event that the matter cannot be resolved directly with HammondCare you can contact the Australian Skills Quality Authority (ASQA) for matters pertaining to Hammond College RTO or email dementia@health.gov.au for matters pertaining to any Government funded programs.

Australian Skills Quality Authority

Freecall 1300 701 801
www.asqa.gov.au/complaints

People who prefer a language other than English should contact any of the above services through the Translation and Interpreter Service (TIS) on 131 450.

HammondCare main office

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HammondCare

An independent Christian charity

