



Australian Vietnamese
Aged Care Services

FEEDBACK FORM

Our Mission

Quality Care and support for the aged care in our community in a safe and supportive environment

Our Vision

To provide high quality aged care services

Partnering with consumers can lead to improvements in safety, quality and cost effectiveness as well as improvements in consumers and staff satisfaction. Partnering examples include:

- Working with consumers to check that brochures produced are easy to understand
- Having consumers review organisational policies and processes
- Establishing consumer advisory groups to inform design or redesign projects
- Asking consumers about their needs and preferences and working to meet them
- Including consumers in decisions about their health and care
- Listening to feedback from consumers

Your feedback assists in shaping services today and preparing AVACS for tomorrow.

About You

Leave this section blank if you wish to remain anonymous

Date:

First Name:

Address: Contact Number:

Email Address:

Is English your first language Yes No

Do you require an interpreter? Yes No

Do you identify as Aboriginal or Torres Strait Islander? Yes No

Are you completing this form on behalf of another person? Yes No

If Yes,

Who is the person.....

What is your relationship with the person.....

About Your Feedback

What would you like to feedback to us?

When did it occur?

Who was involved? (If applicable)

What would you like to see happen with your feedback?

Completed forms can be given to any staff member, left at Reception or the Nurse's Office

Further enquiries can be made to Shirley Leong, Facility Manager on (02) 8234 8853/

0426 049 818 or email fm@avacs.com.au

Independent Complaint Agencies

Health Services Commissioner

Ph. 1800 043 159

<http://www.hccc.nsw.gov.au/>

Aged Care Complaints Scheme

Ph. 1800 550 552

<http://www.dss.gov.au/>

