

## Your feedback

What do you like most and what do you like least about our service?

If you have concerns or a compliment about a particular event please tell us what happened, when and where and the staff members involved.

What would like us to do?

Date: .....



## Improving our service

### Are we meeting your needs?

Norfolk Island Health and Residential Aged Care Service is committed to providing a high standard of care and meeting the needs of patients and residents.

We would appreciate you taking some time to let us know what you think we do well and where we can make improvements.

## We want to hear from you

If you have a concern, chances are that you are not alone. Your feedback could make us aware of problems that we do not know about. So, we want to hear from you.

It also helps to know if we are doing things right.

## Let's talk

Please discuss any concerns or questions you have about your treatment with your treating doctor or a nurse. It is important that people understand what is happening and feel comfortable about it.

You are welcome to speak to other staff if you have any issues you wish to raise.

Alternatively, use the feedback from overleaf.

## What to expect

If you have a complaint, we will respond to it promptly and sensitively. Feedback information is treated as confidential and managed according to privacy obligations.

You can play an important role in resolving the problem by providing as much relevant information as possible, such as documents and the names of staff that you have dealt with.

We investigate complaints thoroughly to know what happened and why, and ways to prevent it happening again.

## What we will do

We will assess the most appropriate way to resolve the problem and the best outcome. We will provide you with all the facts about what happened and any strategies we have devised to improve our service as a result.

## Improving our service

Compliments and complaints help us to find ways to improve.

## External complaint mechanisms

If you do not feel comfortable raising a complaint directly with us or continue to be dissatisfied after raising your concern with us, assistance is available.

- **Aged Care Advocacy:** a free and confidential service promoting the rights of aged care recipients.  
Phone 1800 700 600
- **Aged Care Complaints Commissioner:** a free and confidential service for anyone to raise a complaint about Australian Government funded aged care.  
Phone 1800 550 552
- **Commonwealth Ombudsman:** the Commonwealth Ombudsman can investigate complaints about the administrative actions of Australian Government departments and agencies.  
Phone 1300 362 072

## Ways to give feedback

Please complete the feedback form overleaf and hand to a staff member or mail it to:

Norfolk Island Health and Residential Aged Care Service  
PO Box 94  
Norfolk Island 2899

Or you can send us an email message setting out your concerns or feedback:

[feedback@health.nlk.gov.nf](mailto:feedback@health.nlk.gov.nf)

If you would like to us to follow up your comments with you, please provide your name and contact details.

Name .....

Address .....

Contact number .....