

FACTSHEET

We Welcome Your Feedback

Care Assess supports and encourages your right to provide compliments, feedback, concerns or make a complaint.

We welcome your feedback and complaints as part of our commitment to provide high quality services that meet your needs.

Tell us what we're doing well. We appreciate hearing from you.

If you have a concern, we also want to know about it.

We understand the importance of resolving matters promptly within our service.

We aim to provide a welcoming environment for you to raise a concern or a compliment.

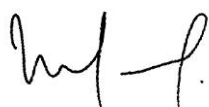
We value open and timely communication. It benefits our ongoing relationship with you.

We will work with you to address concerns and resolve issues. Seeking to resolve concerns or compliments is our responsibility and helps us improve our services for you.

Telling us about what you think about our programs and services doesn't cost you anything.

If you would like to provide us with your feedback, please complete the Feedback Form which is available at all Care Assess sites and on the website, or email feedback@careassess.com.au, or phone:

Quality Manager on 1300 364 876



Mr. Joe Towns
Chief Executive Officer