

3 January, 2002

«fs_ClientTitle» «td_Clientfs_FName» «td_Clientfs_LName»
«td_Clientfs_Add1»
«td_Clientfs_Add2»
«td_Clientfs_Add3»
«td_Clientfs_City» «td_Clientfs_State» «td_Clientfs_PC»

Dear «td_Clientfs_FName»

The Illawarra Carer Respite Centre has recently provided support for you and «fs_RecipTitle» «td_Recipfs_LName». To assist the Centre to maintain and improve its support for carers we would appreciate it if you could complete the following feedback sheet and return it in the envelope provided.

While we like to receive positive feedback about the support we provide, it is also important for you to let us know what you weren't happy about. It is only through this feedback that we can improve our services and ensure that you receive high quality support.

Please be assured that if you are not happy with the support, informing us about your concerns will not mean you are unable to receive further support. We feel that all feedback is necessary and essential to keep us informed and to help provide a service that meets the needs of carers. It is also important that we provide the organisations that provide the support on our behalf with information on the good and not so good elements of the service so that we can work together to improve these.

When we receive your feedback we would like to contact you to discuss any issues that you might have had and work out ways that these could have been prevented. Please indicate on the form if you wish to be contacted.

Yours sincerely

Narelle Campbell
Coordinator

3 January, 2002

«td_Clientfs_FName» «td_Clientfs_LName»

The Illawarra Carer Respite Centre arranged **inhome/ emergency/ residential respite** support for you and «fs_RecipTitle» «td_Recipfs_LName» for the period «ft_From» «ft_To»

In our discussions with you we agreed to provide the following support:
«fs_Service»

Was this the actual support that you received? Yes No

If no, please indicate which parts were not received.

Was the support received at the times that you requested? Yes No

Could you please indicate any problems you had with times for the service?

The worker/s who provided this service was/were
Did you or «fs_RecipTitle» «td_Recipfs_LName» experience any difficulties with these workers? Yes No

What were these difficulties?

Do you have any suggestions as to how we may be able to improve our support for you or other carers in the future?

This support was provided by the Illawarra Carer Respite Centre through «fs_OrgName». Are there any comments you would like us to pass onto this organisation?

Your contact with the Illawarra Carer Respite Centre was primarily with «Coordinator».

Did you experience any difficulties in your contact with the Centre or the information you received from the Centre? Yes No

Could you please indicate below what these difficulties were or any suggestions you have that may assist us in improving our response to carers.

Did the respite support that was provided make a difference for you and the person you care for? Yes No

If yes, what difference did it make for you both? If no, what would have made it better for you both?

Are you currently receiving regular respite? Yes No

If no, would you like to discuss your needs and the options available in your area?

Yes No

Have you received and completed an emergency care plan? Yes No
Would you like one sent to you? Yes No

Is there any additional information the Illawarra Carer Respite Centre can provide for you?

The Centre has a **Freecall Carer Line 1800 059 059** to ensure access for all carers in the region.

Please return this form when completed to the Centre in the envelope provided.