



Staying *at* Home

**FAR NORTH COAST CARER RESPITE CENTRE**

P.O. Box 739  
Alstonville NSW 2477  
**Free call: 1800 059 059**  
**Ph:** 02 6628 6911  
**Fax:** 02 6628 7462  
**Email:** carer@nor.com.au

Dear Carer

Welcome to the services of the Far North Coast Carer Respite Centre. You may have called us yourself or a service provider may have contacted us, with your consent.

Attached to this letter is a statement outlining what assistance we have arranged for you. If you have agreed to pay any of the costs, this is outlined on the statement.

If this is the first time you have called us, you will find some extra information in the envelope about services specifically for carers. If you require any further information, please do not hesitate to contact us again on 1800 059 059. We are available 24 hours a day on this number, although after office hours, carers usually call us only when they need emergency respite.

We are constantly trying to improve our service. On the other side of this letter is a short questionnaire. If you have a few moments I would appreciate your help in completing this and returning it to us. There is no obligation to do this but if you do, please do not add your name unless you want myself or one of our staff to call you.

Best wishes

Ruth Henderson  
Programme Manager

## FEEDBACK ABOUT OUR ASSISTANCE TO YOU

### WE NEED YOUR HELP!

Scale 1 to 5, with one being low and 5 high, please circle the number which applies the most to your situation.

#### 1 When you called our service did you:

- ◆ Feel you were listened to 1 2 3 4 5
- ◆ Get given clear information about what our service can do to help 1 2 3 4 5
- ◆ Have explained what we could offer you in this situation 1 2 3 4 5
- ◆ Find the leaflets etc in this envelope helpful? 1 2 3 4 5

#### 2. Would you call us again? Yes/no

If no, can you tell us why not?

#### 3. Any other general comments about how we could improve our service to you....

#### 4. About the service we organised for you

- ◆ How satisfied were you with the service /worker which offered the respite?  
1 2 3 4 5
- ◆ If you were not satisfied did you complain to us or the service **yes/no**
- ◆ If no, can you comment ..

