

Your Care, Your Way

Family Based Care Tasmania is a community-based, not-for-profit organisation committed to providing individualised support for people with a disability, the frail aged and their carers in a manner which respects and responds to the changing needs of clients.

We are a trusted local provider employing local people and supporting the Tasmanian Economy

CONTACT US

FREECALL 1800 684 098

BURNIE

73 - 75 Mount Street
Burnie 7320

DEVONPORT

70 Oldaker Street
Devonport 7310

LAUNCESTON

50b Frankland St
Launceston 7250

Email: admin@familybasedcare.org.au
Website: www.familybasedcare.org.au



We value your
FEEDBACK

Improving our Services

As service providers we strive to deliver the very best in care, customised to the client's individual needs.

We believe it is important that clients have a say in not just how their care is managed but how they are treated by the organisation as a whole.

Your feedback is what helps us make sure we provide the support services you need.

Good ... bad ... or something which may be missing from our service ... we want to hear about it.

This feedback is vital in allowing us to continue to provide the highest standard of client care.



We Value Your Feedback

	Y	N
FBC considers your support needs.	<input type="checkbox"/>	<input type="checkbox"/>
You are involved in decisions regarding your support.	<input type="checkbox"/>	<input type="checkbox"/>
Your support is reliable.	<input type="checkbox"/>	<input type="checkbox"/>
You are notified of changes regarding your support.	<input type="checkbox"/>	<input type="checkbox"/>
You are satisfied that your information will be kept private.	<input type="checkbox"/>	<input type="checkbox"/>
You are confident that your concerns are dealt with fairly.	<input type="checkbox"/>	<input type="checkbox"/>
You are aware of your right to an advocate.	<input type="checkbox"/>	<input type="checkbox"/>
Do you know how to make a complaint?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff appear professional and efficient?	<input type="checkbox"/>	<input type="checkbox"/>
Do staff undertake their tasks effectively?	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE RETURN THIS FORM TO
PO BOX 510, BURNIE, 7320

How Do I Provide Feedback?

You, your advocate or family member can lodge a complaint or compliment. This can be done in person, by phone, via email, or letter.

Once the feedback is received you will be contacted to acknowledge its receipt and it will be assessed by FBC Management.

Issues are handled with discretion and respect; your care will not be affected in any way during the investigation process.

If you would like someone to contact you regarding this form or any other matter please complete the section below.

Name

Contact details.....

Date

OR feedback@familybasedcare.org.au

