



GOODWIN

THE BETTER LIFE CHOICE

SHARE YOUR FEEDBACK

RETIREMENT LIVING · RESIDENTIAL AGED CARE · HOME CARE

“We would like to thank Goodwin Monash for their wonderful care of mum and dad over the last two years. The staff and carers have been absolutely amazing and we greatly appreciate the quality of their care!”

ANONYMOUS FAMILY MEMBERS

“We are very grateful for all the wonderful amenities and caring support offered here at Goodwin.”

LEO PRAKS, GOODWIN VILLAGE RESIDENT
AND HOME CARE CLIENT

Share positive feedback

We love to hear your good news stories, or how Goodwin services are improving quality of life for you or a loved one. Your experience helps others make the decisions that are right for them.

Testimonials are an important way for us to share impartial comment on our services.

Please consider allowing Goodwin to publish your comments, with or without your name.

Provide testimonials using the form in this brochure, or direct to Goodwin staff, to pass to our marketing and communication team.

Raise your issue for formal address

Please talk to us first if you have concerns about services.

Through one-to-one discussion, we can more fully understand your needs and situation.

We may be able to answer your questions on the spot.

Staff will immediately raise your complaint with their manager for action.

If discussion has not resolved your issue, put the matter in writing via this brochure or our larger Comments, Compliments, Suggestions and Complaints form, available from Goodwin staff.

- We will treat your complaint with respect for your privacy and confidentiality.
- We will acknowledge receipt of your written complaint within two business working days.
- The manager or executive will assess an appropriate path to resolution, including confidential and impartial investigation to understand what happened, why, and how to prevent it from happening again.
- The manager will outline to you the anticipated process, and when Goodwin will next contact you.
- We will keep you informed on progress of your complaint.

Tell us what you want from us

Your input is invaluable to help us understand our clients' and residents' needs and wishes.

We welcome your ideas and suggestions, to help us in our work towards continual improvement and innovation in service.

We review all suggestions and complaints for opportunities for systemic improvement.

Use the form overleaf to share your suggestions.

Any requests to change your home care services should be directed to your Care Coordinator.

OUR MISSION

TO NURTURE

a professional team which will foster pride, integrity and growth; and satisfaction for our residents and clients.

TO PROVIDE

quality services, including care, accommodation, support and assistance which will enable people to live with dignity and independence.

TO BE ADAPTABLE

and prepared for creative change in the achievement of our purpose.

Comments, Compliments, Suggestions and Complaints

Full name _____

Address _____

Best contact phone _____

Email _____

I am a home care/Day Club client or family member

independent living resident/family member

residential care resident/family member

other _____

This is a comment compliment suggestion complaint

Signature _____ Date _____

I give permission for my good news story to be published by Goodwin for marketing purposes

with my name please do not print my name

NOTE TO MANAGERS: please attach to the full Comments, Compliments, Suggestions and Complaints Form (Form OTH003) and forward compliments on to the Marketing team.



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How to submit your feedback

Deliver the form by dropping into the Suggestion Boxes at any of our villages and care facilities.

Mail to 22 Marshall St, Farrer ACT 2607

Email to feedback@goodwin.org.au

Online at www.goodwin.org.au

Call us on 02 6175 5100

Who to talk to at Goodwin

Residential care: your care worker, the Deputy Director of Nursing or Director of Nursing.

Home care/Day Clubs: your carer, Care Coordinator, Day Club Coordinator.

Independent living: your Resident Liaison Officer or Village Manager.

External supports

These free and confidential services are available for more help.

ACT Disability, Aged and Carer Advocacy Service

1800 700 600

adacas@adacas.org.au

Aged Care Quality and Safety Commission

1800 951 822

www.agedcarequality.gov.au

GPO Box 9819

(in your capital city)