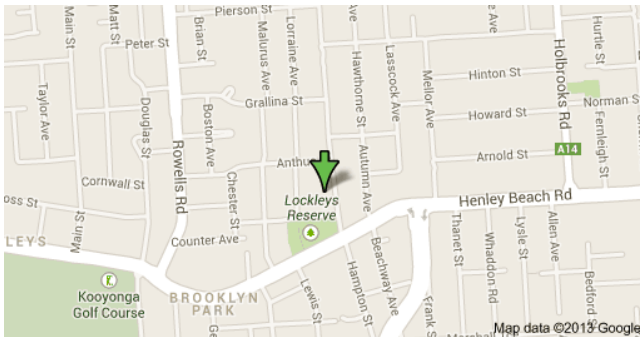




Blu Dawn Pty Ltd
Serene Residential Care Services
1 Myzantha St. Lockleys SA 5032



Telephone: 08 8443 7733
Fax 08 82341175



Feedback Form

Thank you for providing this valuable feedback. We appreciate your help in assisting us to provide the best possible care for our residents.

As part of our commitment to our residents and their rights, we welcome feedback on any aspect of our services.

Please use this form to inform us of opportunities to improve, suggestions or issues you may have. You can also speak with a senior member of staff, or the Site Manager.

An alternative opportunity is also offered through regular resident & staff meeting.

Personal details:

You may choose to remain anonymous, however to provide with feedback regarding any outcome, your details are required:

Name: _____

Address: _____

E-mail: _____

Telephone: _____

What is the next step?

Place your completed Feedback Form with a staff member or place in the box provided. We treat all information seriously and confidentially, and all matters will be dealt with in an appropriate and timely manner. All Feedback will be acknowledged and provided we have your contact details.

Vision

Be leader in the aged care industry in providing quality care & services to the older people.

Mission

Blu Dawn Pty Ltd is committed to providing optimum quality aged care, which consistently meets the residents' individual care needs and expectations in a clean, safe, secure and homelike environment.

Our Values are:

- ◆ Respect each other diverse cultural background, privacy and dignity of each person
- ◆ Accountable for the quality & efficiency of our services
- ◆ Caring in the way we look after the best interest of our residents and staff
- ◆ Ethical in handling the responsibilities with which we are entrusted
- ◆ Promoting residents' independence
- ◆ Dedicated to training and developing our staff and to providing excellent care to our residents.
- ◆ Treat our residents and colleagues fairly and without judgment.
- ◆ Remain committed to the residents, their families, the organisation and our colleagues.
- ◆ Being flexible and responding to our residents individual changing needs.
- ◆ Maintain high levels of professionalism when dealing with residents, their families and our colleagues.

