



# FEEDBACK

Compliments | Suggestions | Complaints



Karuna Hospice Services aims to provide a high standard of care that meets the needs of our clients.

We recognise and promote the rights of clients, their families, and/or advocates to raise and discuss any concerns regarding the provision of services and to have them acknowledged and resolved in a timely manner.

We also welcome any suggestions or compliments you may have.

All feedback will be dealt with confidentially.



**Compassion - Courage - Dedication**

Thank you for giving Karuna the opportunity to continually improve our services.




We have provided a reply-paid envelope for you to return the completed form to us.

Alternatively, you can download the form at:  
**[www.karuna.org.au](http://www.karuna.org.au)**

Please do not hesitate to contact us on:  
(07) 3632 8300

email: [karuna@karuna.org.au](mailto:karuna@karuna.org.au)  
27 Cartwright Street,  
Windsor QLD 4030  
**[www.karuna.org.au](http://www.karuna.org.au)**



 KarunaHospice  karunahospice  KarunaHospice



Service	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable to my situation
Karuna staff approached me and my situation in a caring and sensitive manner						
Karuna staff listened carefully and patiently to understand and assist me to address issues						
I was provided with up-to-date information appropriate to my needs						
I was involved in care planning and decision making						
I was provided with clear instructions for emergency and/or after hours contact						
Care was delivered promptly, in accordance with changing needs						
I was helped to understand what might be considered "normal" in my situation						
The assistance given by Karuna staff made a difference to how I coped overall						
Karuna staff helped me to understand grief and bereavement						

What aspects of Karuna's care, enhance/enhanced your quality of life?

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We welcome any other comments or suggestions that you may have:

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**\*Optional**

Your name: \_\_\_\_\_ Phone: \_\_\_\_\_ Email address: \_\_\_\_\_

