

Customer Experience Survey

We're listening. How did we do?

We would like to hear about your experience at Royal Rehab. Your opinions are very important to us and will be used to improve our services. This survey will only take a few minutes to fill out on the services that you received at Royal Rehab. We welcome your feedback and your responses will be kept confidential.

To complete this survey online, please visit royalrehab.com.au/contact-us or scan this QR code with your phone.



If you would like assistance to complete the survey over the phone, please call 02 9808 9604.

Thank you for helping us to improve our services.

I am:

- a client (name optional) _____
 male female age _____ suburb/town
of usual residence _____
- a family member
- a carer
- other, please specify _____

I have used the following services at Royal Rehab:

- | | |
|--|---|
| <input type="checkbox"/> Royal Rehab Private Hospital | <input type="checkbox"/> Driver Assessment and Training |
| <input type="checkbox"/> Brain Injury Unit | <input type="checkbox"/> Spinal Injury Unit |
| <input type="checkbox"/> Brain Injury Community Rehabilitation Team (BICRT) | <input type="checkbox"/> Day Rehabilitation |
| <input type="checkbox"/> Community Based Rehabilitation Service (CBRS, Home Based Rehab Program) | <input type="checkbox"/> NSW Spinal Outreach Service |
| <input type="checkbox"/> Public Outpatient Department | |

How likely are you to recommend our services to friends and family if they needed similar care or rehab?

(Please circle rating)

10=Extremely likely

5= Neutral

0 = Not at all likely

10	9	8	7	6	5	4	3	2	1	0
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Please tell us why.

What impressed you most?

How could we improve?

I give permission for my comments to be published as testimonial in ongoing Royal Rehab publications, marketing, communications and advertising.

Follow-Up

Do you want us to contact you about your feedback? Yes No *(If you ticked yes, please provide your contact details below.)*
Do you want to be kept informed of Royal Rehab activities? Yes No
Do you want information about becoming a volunteer? Yes No

Name _____ Phone _____
Email _____

Donations If you would like to make a donation to the Royal Rehab Foundation, please visit royalrehab.com.au/donating-to-royal-rehab or phone: 9808 9222.

Please return your survey to: Client Survey: Royal Rehab
Reply Paid 6 RYDE NSW 1680

If you would like to contact us, please email feedback@royalrehab.com.au

