



Facilitate Occupational Therapy Services

Compliments & Complaints

We aim to provide the best quality services we can, and we welcome any feedback – positive or negative. We use this feedback to improve our processes, resources and customer service.

Please feel free to contact us with your feedback using any of the following:

- ✓ Call us on 1300 855 513
- ✓ Email us using Admin@FacilitateOT.com.au
- ✓ Post a letter to PO Box 285, Fairy Meadow NSW 2519
- ✓ Visit us at our clinics - 116 Railway St Corrimal NSW 2518 or
70 Osbourne St Nowra NSW 2541
- ✓ Complete our client Satisfaction Survey form (included in your welcome pack, or can be downloaded from our website www.FacilitateOT.com.au)
- ✓ Pop a suggestion in our Suggestion Box, available at our clinic Reception areas

Confidentiality & Information Management

In order to complete our work as Occupational Therapists, we need to gather information about you – this may include your contact details, information about your social situation, your medical history, your physical and psychological health, and your funding arrangements (such as NDIS, Medicare or other funding agencies).

Any information that we collect will be kept private and safe, using appropriate measures. We will only share your personal information when required (such as in a report or application) and only when we have your consent.

We use an Authority to Release Information form to obtain your consent. You can elect not to provide consent for us to communicate with any of the people or organisations listed on this form.

You can withdraw consent at any time by contacting the office on 1300 855 513.

FACILITATE OCCUPATIONAL THERAPY SERVICES

Phone: 1300 855 513
Fax: 02 4201 0196

116 Railway St Corrimal NSW 2518
PO Box 285 Fairy Meadow NSW 2519
ABN: 91 619 482 585

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www.FacilitateOT.com.au

Providing expert Occupational Therapy services across the Illawarra and Shoalhaven