

# Feedback - Standard responses

November 2017

The following pages provide standard responses for feedback (complaints, suggestions, enquiries and compliments) on Calvary website [www.calvarycare.org.au](http://www.calvarycare.org.au) and Calvary facebook pages.

Please note that in the first instance, responses are automatically acknowledged with the following message to the sender:

## **Social Media**

*Thank you for your message. If required, a dedicated staff member will respond soon. Allow longer for response if your enquiry is outside of business hours. For urgent enquiries, please call your relevant service at <https://www.calvarycare.org.au/contact>*

## **Website**

*Dear (name)*

*We appreciate you taking the time to write to us. Your message is received by a dedicated staff member. Our staff members take great pride in serving you and always endeavor to get back to you as soon as possible. Please allow longer for the response time if you have sent this feedback on a weekend or public holiday. If your enquiry is urgent, please call your relevant service.*

## **Who manages the feedback?**

**Website Feedback:** a minimum of two personnel in each location. Whomever answers the enquiry is to copy in the other recipient so that each may track the response has been attended to.

**Social Media Feedback:**

Sue Corlette and Community Managers for each page – often DCSs. See Facebook Pages and Community Managers spreadsheet for full details

## **For further information**

- **Social Media Response Process**
- **Clinical [Feedback and Complaint Management Guidelines](#).**
- Digital Media Guidelines

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## Standard response

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### Social media and Website

#### STANDARD RESPONSE FOR COMPLAINTS

Thank you. We appreciate you taking the time to provide your feedback. If you have a complaint, please be assured that we take your feedback very seriously and ask that you be in touch in the following ways:  
(insert URLs)

#### STANDARD RESPONSE FOR COMPLIMENTS

Thank you. We appreciate you taking the time to provide your very kind feedback – your message has been forwarded directly to the team involved.

#### STANDARD RESPONSE FOR SUGGESTIONS

Thank you. We appreciate you taking the time to provide your suggestion(s) – your feedback has been provided to the appropriate team. If you would like us to follow up with you on the progress of your suggestion(s), please provide your details together with your suggestion at:  
(insert URL)

### **EMERGENCY DEPARTMENTS**

We apologise for any undue delay patients experience in the (NAME EG Calvary Public Hospital Bruce Emergency Department).

Delays arise when other patients condition require more urgent and time critical intervention.

If you would like more information around the circumstances at the time of your presentation, please provide your details at (EMAIL eg feedback@calvary-act.com.au)

### **Clinical Complaints go to the DCS – no exceptions:**

All clinical complaints are forwarded to the relevant Director of Clinical Services to follow up using the process in the Clinical [Feedback and Complaint Management Guidelines](#).

1. Respond with the message below to confirm the direct contact details of the complainant so we may
  - i. Confirm their identity
  - ii. take the communication off line to the DCS.
2. Once the complainant has responded with contact details, forward the details immediately to the DCS if available, or alternatively escalate to the CEO.  
Be sure to include screen shots of the Facebook correspondence.

#### *Website*

*Dear Mr/Mrs xxx*

*Thank you for being in touch with your issue, we appreciate you taking the time to let us know what happened. Please be assured we take your feedback very seriously.*

*In order for us to follow up, would you be happy to forward us your mobile and or email address so a member of our clinical team may follow up with you directly?*

*Investigating and forwarding the results of the investigation may take up to 35 days. This is often necessary to ensure we have a full picture of what happened, why, and how we may improve the experience for others.*

*I am sorry this was your experience at Calvary xxx Hospital and we look forward to hearing back from you at your earliest convenience.*

*Name of responder*  
.....

**Clinical Enquiries – forward to the Quality Manager unless the enquiry needs further information or redirection as per the examples below**

**Example of enquiry:**

Hi, I currently have a chest infection, and have been on antibiotics since Friday. The infection is still the same. I'm also due for a colonoscopy, as my stomach and bowel are bad with reflux, gas and diarrhoea. Now I'm coughing so hard I've pulled all the muscles in my chest and back. I wanted to know if I can get someone to take me to emergency.

**Response:**

*Dear xxx,*

*I am sorry to hear you're unwell. Calvary do not provide an ambulance service, for future urgent support please call 000.*

*Kind regards*

.....

**Example of enquiry:**

Hi,

My name is xxx.

This is regarding my operation report delivered my baby dd/mm/yy in Calvary xxx Hospital. Currently I am in Malaysia and waiting to deliver for my second baby. Malaysia hospital need the report of my operation. I don't have it, can I request the report from your side?

**Response:**

*Dear xxx,*

*Please forward your email address so we may forward the records securely.*

*Kind regards*

## Complaints – General Service

**Example of enquiry:**

How much taxpayers money is used to prop up the Catholic Church? None of our money should go to churches for anything!

**Response:**

*Thank you for your question.*

*Funds received from various governments are utilized by Calvary to provide the health, community and aged care services which the governments have requested Calvary to provide. Calvary also provides health care services which are not funded by Government. The new ACT Bruce Private hospital has been entirely built and paid for by Calvary.*

## Compliments – all:

### Example of enquiry:

Thanks everyone for all your great care on my recent stay.

### Response:

Hi xxx

*Thank you so much for taking the time to say thank you and apologies for the delayed response. Would you let me know which Calvary Hospital so we may forward your message to them?*

*Kind regards*

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### Example of enquiry:

Hi

I've had three surgeries at Calvary in the last eight months. Everytime I've been here I've been wheeled into theatre by a beautiful woman named xxx.

She has always been professional, efficient but more importantly, comforting.

Today before going in for my operation I was extremely scared, stressed, feeling sorry for myself and completely overwhelmed by hospitals. The doctor was running late so I had to wait seven hours, much longer than the original plan (I understand that happens of course) and I was close to a panic attack.

As xxx wheeled me in to the little room just before the theatre she said and did something that completely calmed me, physically and mentally. It was above and beyond, she could have patted me on the hand and left but she genuinely wanted to make me feel better. I was extremely grateful for that thirty seconds, and still am. It not only got me through the surgery but every time I've felt painful or distressed lying in my hospital bed since I've thought about it and felt better.

She is a beautiful soul and deserves recognition. I'll be sure to drop off chocolates for her next week but I'm hoping she will have her great work appreciated from her superiors.

It's people like her that help patients get through some of the most difficult days of their lives. Please please give her the recognition she deserves.

Most sincerely

### Response:

Hi xxx

*Thank you so much for taking the time to contact us. It's lovely to hear you've had a positive experience at one of our hospitals. Could you please advise me of which Calvary hospital you visited so I may forward your message to xxx and her manager?*

*Kind regards*

## Community Care Enquiries:

### Example of enquiry:

To Whom it May Concern

My name is xxx and I am the Adelaide Aged Care Placement Consultant for Millennium Aged Care Consultants. Millennium Aged Care is an independent consultancy that assists families to navigate the aged care system whether it be facilitating discussions around pre-planning, arranging home support packages, respite care (either emergency or planned) or permanent residential aged care. They have been operating for 16 years and have consultants in 5 states.

I am hoping to have a discussion and/or meeting with relevant stakeholders regarding our service and to discuss how our service can work with both the hospital and community sector to assist clients to navigate the aged care sector and to assist with discharge planning.

Are you please able to advise me who the most suitable people would be to contact re this?

I look forward to hearing from you.

Kind Regards

### Response:

*Hi xxx*

*Thank you for your enquiry, received Tuesday, 20 June at 10:58am.*

*We have referred your enquiry to our Community Care Advisor Team.*

*They will be in contact with you within 48 hours. If you do not receive a response within this time, please contact either myself or the team directly on 1300 660 022.*

*Kind regards*

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Community Care Adviser team are the team responsible for handling all new customer enquiries for home care services. They can be reached on 1300 66 00 22

The team cover different parts of the country:

- Zinnia Lobb – SA and NT
  - Michael Bale – NSW ACT
  - Alicia Sterry and Rachel Chanter – VIC and TAS
-



## Enquiries – General Service:

### Example of enquiry:

Good Afternoon,

We would be very keen to send across some information outlining our plumbing services to you and your team at Calvary. We are a Sydney based company and we operate a 24/7 plumbing business with 3 vehicles on the road, managing all facets of plumbing;

- Blocked Drains (sewer and stormwater) - using high pressure water jetting
- CCTV Inspections
- Burst water Pipes, Leak and Pipe Location
- Hot Water Service Repairs and Replacements
- Thermostatic Mixing Valves and Backflow Prevention
- Gas Fitting (Natural, LPG and Architectural Effects)
- Taps and Toilet Repairs
- Guttering and Roofing
- Renovations (Kitchens and Bathrooms)
- Detailed Reporting back to Management

We appreciate the need to keep your services running safely and efficiently. We currently tend to the emergency and maintenance plumbing for a number of Strata Management companies, Real Estates agencies and schools (KU Children's Services, Pymble Ladies College & many more), right across the Sydney metro region.

Would it be possible for us to send across an information pack which outlines our services, and advise how we can endeavour to become one of your preferred plumbers?

Many thanks in advance

### Response:

Hi xxx

*Thank you for your message.*

*At Calvary National Office we do already have a service for our internal plumbing requirements and the common areas such as bathrooms are covered by our Building Management at no cost to us.*

*However, you are more than welcome to contact the Facility Managers at our other Sydney facilities:*

*Calvary Health Care Kogarah – (02) 9553 3111*

*Calvary Ryde Retirement Community – (02) 8878 1400*

*Kind regards*

### Example of Enquiry “Why Calvary has no public hospitals in SA”

*Thank you for your enquiry. The main reason we have no public hospital in South Australia is historical.*

*Calvary North Adelaide Hospital was founded in 1883 by two Catholic philanthropists and handed over to the Sisters of the Little Company of Mary in 1900. It was named “Calvary” in 1928 following a visit by Venerable Mary Potter’s niece, Mother M Hilda Potter. At the time, the local Catholic newspaper congratulated the archbishop ‘on the foundation of a hospital under the care of a nursing order...with unrivalled skill and devotion.’*

*Unlike Victoria (Bethlehem), ACT (Bruce Public) and NSW (Lewisham and Kogarah), there was never an impetus or request for Calvary to provide a public hospital service in SA. (Susan Holoubek may be able to shed further light if this is required.)*

## **Industrial & Employee Relations:**

## International Languages – use Google Translate:

### Example of enquiry:

Hallo ..mein Name ist xxx aus Germany.  
Ich suche meine Cousine xxx.  
Arbeitet sie noch bei ihnen ?  
Ich glaube bei Kinder..  
Lg Robert

### Translation:

Hello ..my name is xxx from Germany.  
I am looking for my cousin xxx.  
Is she still working with them?  
I believe in children ..  
Lg Robert

### Response:

*Hallo xxx*

*Ich bin traurig, dass wir haben niemanden dieses Namens arbeiten auf Golgatha Health Care Australien Mit freundlichen Grüßen Verklagen*

### Translation:

*Hello xxx*

*I am sorry but we have no one of this name working on Golgatha Healthcare Australia.*

*Yours Sincerely*

## Marketing:

### Example of enquiry:

Hello  
I saw your recent advertising campaign video on the vision of Mary Potter. Can I ask did you get consent from everybody in the video to be in it ?

### Response:

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### Example of enquiry:

Hi there, I've heard Kimberly House provides hats for cancer patients in return for donations, if this is true could you please advise how I can obtain some for a friend in St Andrews who has just had a mastectomy and is undergoing chemo? Thanks so much.

### Response:

*Hi xxx*

*We do wish your friend all the very best for her recovery.*

*You may have confused Calvary with another organisation, unfortunately we do not have a Kimberly House nor a St Andrews facility and do not have such a promotion. All the very best again for you and your friend.*

*Kind regards*

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### Example of enquiry:

Hello,  
Just wondering when the new magazine is coming out for when they did the photoshoot in Tasmania?

### Response:

*Hi xxx,*

*We have literally just published, let me know how many copies you would like and a mailing address and we'll forward to you.*

*Kind regards*

## Medical Student Internships:

### Example of enquiry:

Good day, I would like to ask regarding your graduate nurse program. Will it be applicable for overseas student who has finished taken up the bridging course? I'm planning to take up the bridging course this coming June and I'm interested to apply for your 2018 graduate nurse program. Thank you.

### Response:

Dear xxx,

*I hope this information below may be able to assist you.*

*It is the Calvary Graduate Nurse Transition Program Entry Requirements – General*

*Each candidate will:*

- *Be eligible for registration as a registered or enrolled nurse for nursing positions and as a midwife for midwifery positions with the Nursing and Midwifery Board of Australia (NMBA).*
- *Hold a current AHPRA Practicing Certificate, prior to commencing employment.*
- *Be a new graduate nurse who has not previously participated in a graduate nurse transition program and has not been employed for more than 3 months as a nurse in Australia or overseas. Enrolled nurses converting to registered nurse who have undertaken an enrolled nurse graduate program in the past are eligible to apply for registered nurse graduate programs.*
- *Be a graduate midwife who has not previously participated in a graduate midwifery program and has not been employed for more than 3 months as a midwife in Australia or overseas. Graduate midwives who have undertaken an enrolled or registered nurse graduate program in the past are eligible to apply for midwifery graduate programs.*
- *Fulfil the definition of a novice nurse: This is a newly graduated nurse who, through the successful completion of an organisation program of education is prepared for the role of nurse, and who to date has had limited situational experience and/or opportunity to consolidate their knowledge and skills.*

*The Graduate Nurse Transition Program is designed for nurses who are transitioning from the role of student into a professional nurse. Therefore if you are able to fulfil the above general requirements then your application would be received positively.*

*Kind regards*

.....

### Example of enquiry:

Good morning.

This year I'm starting medical studies in Poland. Here, after every year of studies we have to make summer traineeship lasting about one month in chosen hospital to improve our skills.

I'm very interested in Australia, your culture, lifestyle and people, so I thought there is a possibility that students from other countries could make such internship in Australia.

I have no friends who study medicine in Australia. My University has agreements with universities and hospitals in other countries, students can participate in international programmes like Erasmus or IFMSA which enable practice in hospitals, but there is no opportunity to go to your country.

Because of that I have to ask you directly. Is a chance that students from Poland may come to Australia and make summer practice in your hospital? If yes, what a student has to do, on what conditions is it possible?

I will be very grateful for an answer.

Thank you.

**Response:**

*Hi xxx and thank you for your enquiry*

*You must first be registered with the Australian Health Practitioner Agency.*

*Please refer to the link below for full details:*

<http://www.ahpra.gov.au/Registration/Registration-Process.aspx>

*While you are becoming registered, I encourage you to create a profile and browse the current vacancies we have advertised across Australia at our [online recruitment portal](#).*

*Kind regards*

**FURTHER INFORMATION**

**From:** Khalil, Catherine M

**Sent:** Friday, 4 August 2017 4:15 PM

**To:** Ellis, Helen J

**Cc:** McClory, Sherree; O'Connor, Liana; Thompson, Judith

**Subject:** RE: Medical Elective 2018

Hi Helen,

In order for an international medical student to undertake clinical training within Australia, the following must be in place:

- **Student Registration with the Australian Health Practitioner Regulation Agency (AHPRA)** - Under the National Law, all students enrolled in an approved program of study, or who are undertaking clinical training, must be registered as a student with their respective National Board. The international student's home education provider, and the course of study, must be affiliated with a recognised Australian education provider (ie. University). The affiliated Australian education provider will be responsible for applying for Student Registration with AHPRA on behalf of the international student to determine suitability for Student Registration in an approved program of study.
- **Current Memorandum of Understanding** - Between Calvary Mater Newcastle and the affiliated Australian education provider.  
CMN also require the following for placement requests to be considered:
- **Insurance/ Indemnity Coverage** - provided by the affiliated Australian education provider.
- **Approval to support placement** – Approval is required from both the Hospital's Executive and Director of the department of interest to ensure the Hospital has adequate resources and can provide necessary supervision to facilitate the placement.
- **Statutory Declaration** – International students are required to complete a statutory declaration witnessed and signed by a Justice of the Peace in Australia to declare whether any criminal charges or offences exist against the student in their home country.
- **Health Screening** – Evidence of vaccination or screening against specified infectious diseases must be provided in an effort to ensure students are protected against such diseases.
- **Evidence of Enrollment**

If all of the above is provided/available, placement may be considered by CMN.

Feel free to contact me if you would like further clarification

**atherine Khalil**

Human Resources Officer

## Recruitment & Selection

### Example of enquiry:

Hi I want to know more about Palliative Care and if possible, I want to get involved by spending time with someone who is suffering from cancer, to listen their story and spend quality time with them. I'm not sure how it'd be but I want to give a go.

In my family I lost my father and sister to cancer.

Please send me information if this is possible. I'm living in Brighton Le Sands. So I prefer Kogarah as suitable location. Many thanks.

### Response:

*Dear xxx*

*Thank you for your interest in volunteering at Calvary Health Care Kogarah. Our web link:*

*[Volunteer at Calvary Health Care Kogarah](#) will provide you with a good overview of our services and the roles available to assist as a volunteer within the hospital and community settings.*

*Kind regards*

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### Example of enquiry:

Hi. I have recently completed a Certificate IV in Aged Care and now I am looking for somewhere to do my placement. Is there any availability for placementship? If yes, where and whom should I contact? Please help me in developing my career as a carer. Thanking you.

### Response:

*Thank you xxx for your enquiry.*

*I wish you all the best for your future career and I encourage you to create a profile and browse the current vacancies we have advertised across Australia at our [online recruitment portal](#).*

*Kind regards*

## Recruitment & Selection (International):

**Response:**

*Dear xxx*

*Thank you for your enquiry.*

*To be eligible to work in Australia you must first be registered with the Australian Health Practitioner Agency.*

*Please refer to the link below for full details:*

<http://www.ahpra.gov.au/Registration/Registration-Process.aspx>

*Internship placements are generated via local health authorities listed at:*

<http://www.publichospitalfunding.gov.au/directory>

*You may nominate to be on the area health rotations which include some of our hospitals.*

*We wish you all the very best for your future career.*

*Kind regards*

.....

**Example of enquiry:**

Hello. I am from Turkey. I am 20 years old. I am laboratory technician. I would like to work your hospital. Have a nice day.

**Response:**

*Thank you xxx for your enquiry.*

*All available jobs with Calvary are listed in our [online recruitment portal](#).*

*I encourage you to create a profile and browse the current vacancies we have advertised across Australia at our [online recruitment portal](#) and visit the portal regularly for updates.*

*Wishing you all the best for your future career.*

*Kind regards*

.....

**Example of enquiry:**

Hi. My wife is an overseas qualified (India) nurse currently undergoing AHPRA processing for being a Registered Nurse. She also possess 2.5 years of cardiac ICU experience. I would like to know if you are sponsoring Indian nurses with AHPRA registration under 457 visa. Thank you.

**Response:**

*Hi xxx*

*Thank you for your enquiry.*

*Internship placements are generated via local health authorities listed at:*

<http://www.publichospitalfunding.gov.au/directory>

*Your wife may nominate to be on the area health rotations which include some of our hospitals.*

*Kind regards*



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**Example of enquiry:**

I am Zambian young lady aged 20 and just completed a nursing course. I would like to work in Australia. Please advise.

**Response:**

*Hi xxx*

*To be eligible to apply for a job you must first be registered with the Australian Health Practitioner Agency. Please refer to the link below for full details:*

*<http://www.ahpra.gov.au/Registration/Registration-Process.aspx>*

*Kind regards*

## Research & Development:

### Example of enquiry:

Hi there,

As you know, 8.5% of adults in the US have at some point been diagnosed with cancer. So THANK YOU so much for your part spreading awareness about cancer.

For personal reasons, our team of curators and librarians at [forevercurious.org](http://forevercurious.org) are putting together a list of cancer resources when we came across your site. Will you add the following cancer resources to your site to help spread the word? I think they'll be a great addition to this [page](#).

[Financial Resources for Cancer Patients](#)

[Assistance Speaking to Your Doctor about Treatment](#)

[Looking Good with Cancer: Tips for Looking Your Best](#)

[Online Communities For Cancer Patients](#)

[Legal Resources for Cancer Patients](#)

Thank you

### Response:

*Thank you for your suggestion.*

*We are very careful to link to only organisations that are endorsed by the Australian Federal Government listed here: <http://www.healthdirect.gov.au/health-topics>*

*I note that the topic and your 18rganization are not listed so we are unable to fulfil your request. If you feel your organisation fits the criteria for listing, please be in touch with the Health Direct site administrators direct with your request.*

*Kind regards*

## Social Media & Website

**Example of enquiry:**

It is a real shame that the central Calvary Facebook site did not post a message on International Nurse's Day when this profession is so pivotal to the organization.

**Response:**

*Thank you for your suggestion and we will aim to do this next year.*

## Suggestions:

### **Example of enquiry:**

Fresh from the garden to the plate and chef cook the patient's hospital meals on site, let me know what you think of my idea, every hospital should have fresh vegetable gardens.

### **Response:**

*Thank you and we will forward your response to our chef for consideration.*

## Training & Development:

### Example of enquiry:

Good afternoon,

I understand that Calvary employ Allied Health professionals, what I was wondering is who is the best person to contact in regards to staff training and development?

We as the Occupational Therapy Association, have a regular Professional Development program that runs throughout the year but we also have special events and would love to contact the right person if we felt the event was a fit for your organization.

A way to provide some service around events that might be of great value.

Looking forward to hearing from you.

### Response:

Dear xxx,

Thank you for website enquiry.

You are correct in your understanding that Calvary does employ Allied Health professionals throughout our business streams and each local Calvary stream or site would have a dedicated Learning and Development role. However I am thinking that it would be easier to forward any Occupational Therapy Association Professional Development programs to me and then I can forward out the information to the Learning and Development Community to be filtered down to the Allied Health Teams.

Kind regards

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### Example of enquiry:

Hi, I'm a year 12 college student and was wondering if you do work experience?

### Response:

Hi xxx

I refer to your inquiry concerning work experience with one of the Calvary services in the Canberra area.

Unfortunately we are not able to offer work experience placements in our public and private hospitals in the ACT.

There are a number of reasons that prevent us from doing so, and they include:

- There are significant legal issues around patient privacy and confidentiality of personal and health information and the deliberate and incidental exposure of that information to people who are not a part of the care team
- We cannot have people in our predominantly clinical settings without them being fully qualified against our Workplace Health & Safety practices
- We do have a significant training and supervision role with tertiary students (doctors, nurses, allied health professionals) and this limits our capacity to reliably provide the required level of supervision and guidance required under work experience programs.

Many other health and hospital services have a similar policy around work experience, and I appreciate and regret this makes it difficult for young people considering careers in these areas.

I hope that the work experience coordinator at your school may be able to assist you to identify other placement opportunities.

Kind regards

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### Example of enquiry:

Hello, I was just wondering if I wanted to become a nurse at the Calvary center in the town im in would I have to have my year 10 certificate? Or could I just do a assistance in nursing course?

**Response:**

*Hi xxx*

*Thank you for your enquiry and apologies for the delayed response. I recommend you browse the current vacancies we have advertised across Australia in our [online recruitment portal](#) to see what qualifications are required for nursing jobs in the Calvary near you, and enquire directly to your local Calvary via 'Feedback' at:*

*<http://www.calvarycare.org.au>*

*Kind regards*

**Twitter:**

Mary Potter Foundation supporting palliative care spaces – inc Calvary North Adelaide Hospital & the Mary Potter Hospice @CalvaryCareAUS <https://t.co/W7iDqJ9fGO>

**Response:**

Retweet

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Keith hospital gets \$60,000 – thanks to Mary Potter Foundation <https://t.co/pXVDMH8Kdv> via @BorderChronicle @CalvaryCareAUS @chaaustralia <https://t.co/1cg7fbk9ZQ>

**Response:**

Retweet

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#pcnsw2016 @CalvaryCareAUS welcome reception #BrokenHill #palliativecare #art #photography <https://t.co/CwrSSbwH41>

**Response:**

Retweet

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@CalvaryCareAUS Welcome Reception tonight in #BrokenHill & launch Robin Sellick exhibition. Welcome delegates! #pcnsw2016 #palliativecare

**Response:**

Retweet