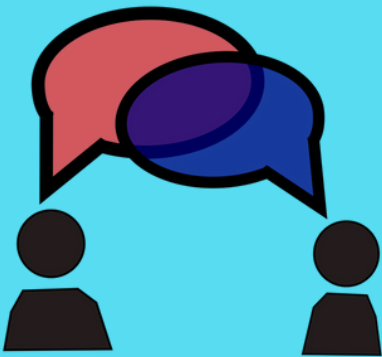


# Customer Engagement

TO ENSURE A POSITIVE EXPERIENCE WITH OUR TEAM



## 1.) HOW WE TALK TO ONE ANOTHER

Treat one another with respect;  
Talk openly and honestly;  
Ask questions if you are not sure, we are here to help;

## 2.) HOW TO ACCESS OUR SERVICE

You can call, email, send a letter or ask someone to help;  
We will ask questions to make sure you have the best service / person to help;  
We will send you a confirmation letter with appointment details + information about our service



## 3.) WHAT IF YOU WANT TO CHANGE PROVIDERS?

We can help change providers at Ability Focus OT, to another service;  
We can talk to the new provider, write a letter or organise a joint visit to help the transition - you get to choose

## 4.) WHAT TO DO IF YOU WANT TO COME BACK

We will try to book you in with the provider you saw before (if you like)  
We will try our best to organise a time and days that suit you best for appointments



## 5.) WHAT HAPPENS IF YOU HAVE REACHED YOUR GOALS?

We will talk with you to see if you have any other goals;  
If not, we will write a discharge summary giving details on your achievements;  
We will encourage you to call if you want to work on more goals

## OUR DETAILS:

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