

Dear Paul,

Please accept my personal thanks to you and your staff for the outstanding skills, deep knowledge and professionalism you contributed when assisting our organisation to implement and manage the new linen service for our 410-plus aged care residents spread across a number of facilities.

When you first became involved, our organisation was struggling with the timely supply of linen and personal clothing to each of our associated facilities within the agreed Monday – Friday schedule.

The promptness of your initial visit and the thoroughness with which you identified all of our key issues, allied to your sound understanding of laundry standards and commitments, provided us – justifiably - with a high level of confidence right from the beginning. Improvements to systems and processes which you implemented, along with the collaborative and professional environment you've helped create, enabled us within the first week to ensure that all laundry was turned around and completed by that Friday evening – on schedule.

Throughout all phases of the implementation Creek Solutions were on hand to answer all questions and assist with any matters that arose. The dedication and enthusiasm displayed by yourself in your dealings with contract employees in the laundry and QRS staff at each site has ensured smoother operation and management of our laundry system through a renewed sense of teamwork.

In addition, your overall sector knowledge has assisted us in understanding other laundry operational factors, including infection control and greater environmental awareness, leading to more direct savings in chemical and utility use.

We are keen to develop an ongoing relationship with Creek Solutions to further benefit from your proven skills and experience in the laundry and aged care sectors.

Sincerely,

Mario Casagrande

Queensland rehabilitation services

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