











Client Feedback Survey

We would like to take this opportunity to thank you for accessing our services. We value your input and feedback regarding you and/or your families experiences with us. We continue to develop and improve our programs and your feedback is very important to us. Please see our Client Handbook for further information about your Rights and Responsibilities, our Privacy requirements and where to go for further information or support.







Using the scale below, tick the box

What program/services did you receive?				
Please rate each of the following statements from 1 to 4. 1 Not deadly (completely disagree), 2 Somewhat Deadly (somewhat disagree), 3 (Somewhat agree), 4 Too Deadly (strongly agree)	Not Deadly	Somewhat Not Deadly	Somewhat Deadly	Too Deadly
	1 Completely disagree	2 Somewhat disagree	3 Somewhat agree	4 Strongly agree
				
Overall, I am satisfied with my service				
My service started when I thought it should				
The staff member attended when they said they would				
Things got better when working with the staff member				
I enjoyed working with the staff member				
The staff member asked what was important to me and listened to me				
I am included in decisions that are made about my service				
I feel my goals were achieved				
I am supported and encouraged to participate in my service planning				
I felt supported to finish up my services with the program				



Not Deadly	Somewhat Not Deadly	Somewhat Deadly	Too Deadly
1 Completely disagree	2 Somewhat disagree	3 Somewhat agree	4 Strongly agree
			
Overall, I felt like I was helped, I felt encouraged/motivated on my journey			
I would recommend Gunditjmara services to others			

Please answer these short questions about your experience?

	What do you like most about the program?	
	What do you like the least about the program?	
	Do you feel you were ready to finish services with your program?	
	Do you have any other comments?	
	Who helped you complete this?	
	(Optional) If you would like someone to contact you regarding this feedback, please enter your best contact details	

