

Rural Outreach & Support Service



Client Feedback Survey

This survey is confidential.

We would appreciate your feedback about our service, to assist us to make improvements in the way we provide assistance.

Please rate each of the following statements from 1 to 5: DK, If you do not have enough information to provide an answer		
1. Completely disagree	2. Somewhat disagree	3. Neither agree nor disagree
4. Agree	5. Strongly agree	N/A - Not applicable to you

How did you find out about our service? _____

Contact Type: Phone Office Other _____

If contact was by phone only, would you have preferred face to face. Yes No

Statements	Rating						
The wait time for service was reasonable.	1	2	3	4	5	N/A	DK
The service provision is flexible and responsive.	1	2	3	4	5	N/A	DK
The staff have high levels of skills and expertise.	1	2	3	4	5	N/A	DK
I was informed about my rights and responsibilities.	1	2	3	4	5	N/A	DK
I gave my consent to Outreach to share my information.	1	2	3	4	5	N/A	DK
I was supported and encouraged to participate.	1	2	3	4	5	N/A	DK
I have been supported to link in with other community organisations and services.	1	2	3	4	5	N/A	DK
I would recommend this service to other people	1	2	3	4	5	N/A	DK
Staff communicated in a way which I could understand.	1	2	3	4	5	N/A	DK
I was treated with respect, dignity.	1	2	3	4	5	N/A	DK
My privacy was respected.	1	2	3	4	5	N/A	DK
I knew how to make a complaint if I needed to.	1	2	3	4	5	N/A	DK
The physical environment was:							
- Clean	1	2	3	4	5	N/A	DK
- Comfortable	1	2	3	4	5	N/A	DK
- Practical	1	2	3	4	5	N/A	DK
- Inviting	1	2	3	4	5	N/A	DK
- Safe	1	2	3	4	5	N/A	DK

- What do you like most about Rural Outreach & Support Service?
.....
- What do you like least about Rural Outreach & Support Service?
.....
- What suggestions do you have about ways that we could improve our service/s?
.....
- Do you have any other comments?
.....

Would you like someone to contact you regarding the feedback you have provided on this survey? Yes No

Name: Phone number:



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How did you find out about our service? _____

Contact Type: Phone Office Other _____

If contact was by phone only, would you have preferred face to face. Yes No

Statements	Yes	No	N/A	DK
The wait time for service was reasonable.	Yes	No	N/A	DK
The service provision is flexible and responsive.	Yes	No	N/A	DK
The staff have high levels of skills and expertise.	Yes	No	N/A	DK
I was informed about my rights and responsibilities.	Yes	No	N/A	DK
I gave my consent to Outreach to share my information.	Yes	No	N/A	DK
I was supported and encouraged to participate.	Yes	No	N/A	DK
I have been supported to link in with other community organisations and services.	Yes	No	N/A	DK
I would recommend this service to other people	Yes	No	N/A	DK
Staff communicated in a way which I could understand.	Yes	No	N/A	DK
I was treated with respect, dignity.	Yes	No	N/A	DK
My privacy was respected.	Yes	No	N/A	DK
I knew how to make a complaint if I needed to.	Yes	No	N/A	DK
The physical environment was:				
- Clean	Yes	No	N/A	DK
- Comfortable	Yes	No	N/A	DK
- Practical	Yes	No	N/A	DK
- Inviting	Yes	No	N/A	DK
- Safe	Yes	No	N/A	DK

1. What do you like most about Rural Outreach & Support Service?
.....
2. What do you like least about Rural Outreach & Support Service?
.....
3. Did/is the service meeting your needs?
.....
4. What suggestions do you have about ways that we could improve our service/s?
.....
5. Do you have any other comments?
.....

Would you like someone to contact you regarding the feedback you have provided on this survey? Yes No

Name: Phone number: