

## ESRA Feedback Form

Your feedback is valuable to us. By providing your view on the service you have received, you will help us to improve the services we provide. The information you provided is used for statistical and evaluation purposes only. Your right to privacy and confidentiality is fully respected.

### A. During the time that I was involved with the service:

|   |                 |   |   |   |   |   |             |
|---|-----------------|---|---|---|---|---|-------------|
| 1. I was treated with respect   | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |
| 2. I received an explanation of the nature and limits of confidentiality regarding the service        | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |
| 3. I received competent and professional service  | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |
| 4. I was clear about the expectations I was working towards with the support worker                   | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |
| 5. My expectations of the service were met  | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |
| 6. I was shown respect for my cultural background and language tradition <input type="checkbox"/> N/A | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |
| 7. Safe, secure and clean accommodation was provided for myself and my children                       | 1<br>not at all | 2 | 3 | 4 | 5 | 6 | 7<br>always |

### B. As a result of being involved with the service:

|  |                |   |   |            |   |   |                     |
|--|----------------|---|---|------------|---|---|---------------------|
| 1. My ability to ensure my own and my children's safety has improved                                   | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 2. I have gained an understanding and confidence in protective behaviours for myself and my children   | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 3. I have improved my relationship with my child   | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 4. My children have gained an understanding and confidence in protective behaviours                    | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 5. I am able to apply new knowledge and skills to my relationships and life situations                 | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 6. My ability to manage life's difficult times more constructively and positively has improved         | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 7. My sense of wellbeing has increased (increased self esteem, confidence and lower stress levels etc) | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 8. My knowledge of community and health services has increased   | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |
| 9. Has your experience in the refuge been a positive one?  | 1<br>not agree | 2 | 3 | 4<br>agree | 5 | 6 | 7<br>strongly agree |

### C. My overall impression of the service

|                                    |           |   |   |           |   |   |                |
|------------------------------------|-----------|---|---|-----------|---|---|----------------|
| 1. How would you rate the service? | 1<br>poor | 2 | 3 | 4<br>good | 5 | 6 | 7<br>excellent |
|------------------------------------|-----------|---|---|-----------|---|---|----------------|

2. What did you find most useful about the service?

3. What could be improved?

4. Any other comments

5. Would you recommend this service to others?

Yes

No

Please forward to  
Tweed Shire Women's Service  
PO Box 407  
Murwillumbah 2484.

*A confidential pre-paid envelope is available from staff.*