

Feedback Form

Course:

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 course:

1. I was treated with respect	1 not at all	2	3	4	5	6	7 always
2. I received an explanation of the nature and limits of confidentiality regarding the service	1 not at all	2	3	4	5	6	7 always
3. I received competent and professional service	1 not at all	2	3	4	5	6	7 always
4. I was clear about the expectations I was working towards with the course facilitator	1 not at all	2	3	4	5	6	7 always
5. My expectations of the service/course were met	1 not at all	2	3	4	5	6	7 always
6. I was shown respect for my cultural background and language tradition	1 not at all	2	3	4	5	6	7 always

N/A

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

1. My ability to ensure my own and my children's safety has improved	1 not agree	2	3	4 agree	5	6	7 strongly agree
2. I have gained an understanding and confidence in protective behaviours for myself and my children	1 not agree	2	3	4 agree	5	6	7 strongly agree
3. I have improved my relationship with my child/ren	1 not agree	2	3	4 agree	5	6	7 strongly agree
4. My ability to understand the course topic has been enhanced	1 not agree	2	3	4 agree	5	6	7 strongly agree
5. My knowledge of community and health services has increased	1 not agree	2	3	4 agree	5	6	7 strongly agree
6. My sense of wellbeing has increased (increased self-esteem and confidence lower stress levels, etc)	1 not agree	2	3	4 agree	5	6	7 strongly agree
7. I would attend another group at Tweed Shire Women's Service	1 not agree	2	3	4 agree	5	6	7 strongly agree
8. I would recommend this group to other women	1 not agree	2	3	4 agree	5	6	7 strongly agree

C. Overall

1. How would you rate the course?	1 poor	2	3	4 good	5	6	7 excellent
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2. What did you find most useful about the course/service?

3. What could be improved?

4. Any other comments

5. Would you recommend this service to others?

Yes

No