

Resource Centre 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 resource centre:

1. I was treated with respect	1 not at all	2	3	4	5	6	7 always
2. A safe, secure and clean environment was provided for myself and my children	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. My expectations of the service were met	1 not at all	2	3	4	5	6	7 always
5. I was satisfied with the service I received	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 accessing crisis counselling or support workers:

1. I was treated with respect	1 not agree	2	3	4 agree	5	6	7 strongly agree
2. I received an explanation of the nature and limits of confidentiality regarding the service	1 not agree	2	3	4 agree	5	6	7 strongly agree
3. I was clear about the expectations I was working towards with the support worker/crisis counsellor	1 not agree	2	3	4 agree	5	6	7 strongly agree
4. 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
5. My knowledge of community and health services has increased	1 not agree	2	3	4 agree	5	6	7 strongly agree
6. My ability to ensure my own and my children's safety has improved (where applicable)	1 not agree	2	3	4 agree	5	6	7 strongly agree
7. My ability to promote healthy relationships in my life has improved	1 not agree	2	3	4 agree	5	6	7 strongly agree
8. The support worker helped me to address my issues/concerns	1 not agree	2	3	4 agree	5	6	7 strongly agree
9. Has your experience been a positive one?	1 not agree	2	3	4 agree	5	6	7 strongly agree
10. I would recommend this service to other women	1 not agree	2	3	4 agree	5	6	7 strongly agree

C. Overall

1. How would you rate the service?

1 poor	2	3	4 good	5	6	7 excellent
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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 place this form in the feedback box or post to:

PO Box 407

Murwillumbah 2484

Ask staff for a confidential pre-paid envelope.