



# CLIENT SATISFACTION SURVEY

*For HomeStay Clients*

PO Box 551 Mackay Qld 4740

Ph 4951 4299 Fax 4953 1510

Email: [admin@casamackay.org.au](mailto:admin@casamackay.org.au)

Welcome to CASA's Client Satisfaction Survey form. CASA aims to continuously improve delivery of the organisations services as well as monitor the quality of assistance provided by staff. We value you as a client and appreciate you completing this form so we can identify what areas of the business we need to improve.

There are 3 ways to provide your response: In person; by phone or by email.

**Please:**

- 1) Tick **YES**, **NO** or **SOME** to the questions if applicable
- 2) Rate the service you received from 1 to 5. (1 is poor, 5 is excellent)

Questions	Yes	No	Some	1	2	3	4	5
Do you feel the Case Manager helped you to understand why they were at your home and what they had come to assist you with?								
Do you feel the option/s the Case Manager provided to you were suitable and met your needs?  If not, briefly describe what disappointed or upset you?								
If CASA was unable to assist you, were you provided with a referral to other community providers or government departments?								
What rating would you give the Case Manager in doing their job and the overall service provided.  You can provide their name if you wish : .....								
Have you received assistance and/or support from another Community Housing organisation in Mackay?.  Please provide name if you wish; _____  What did they do better than CASA – please provide brief explanation (this is for us to improve our service to you and other clients)	—	—	—	—	—	—	—	—
Would you refer family, friend or other persons to CASA for assistance?								

**If your needs were not met, what areas do we need to improve?**

Your concern	Your response
Quality of service delivery/Information provided	
Meeting your cultural needs (translator/interpreter)	
Handling your complaints/grievances (briefly describe how you felt)	

*If you choose, please provide the following information. The information you provide will remain confidential. We will only contact you if there is a need to discuss any concern you raised.*

Name: \_\_\_\_\_ Contact Details: \_\_\_\_\_

**How to lodge the form:** At Unit 4, 54 Gregory Street Mackay. Email: [admin@casamackay.org.au](mailto:admin@casamackay.org.au). Mail: PO Box 551 Mackay Qld 4740

Thank you  
Management, CASA Inc.