



CLIENT SATISFACTION SURVEY

For Clients Applying for Accommodation

PO Box 551 Mackay Qld 4740
 Ph 4951 4299 Fax 4953 1510
 Email: 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
Was the quality of the information you received what you wanted?								
Where you provided with more than one option for housing or support? If yes, please advise other option:								
If CASA was unable to assist you at the time were you provided with a referral to Department of Housing & Public Works or other Community Housing providers?								
Did the Case Manager or Housing Officer make you feel comfortable and help you to understand the questions on the initial Intake Form?								
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?. You can name them 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)	
Front Office & Interview Room:	
Handling complaints/grievances (briefly describe how you felt)	
Safety and well-being: In the office _____	CASA has legal limitations so protection from a partner or other persons is not within the delegated authority of CASA.

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: _____

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

Thank you, Management, CASA Inc.