



CLIENT SATISFACTION SURVEY

EMERGENCY ASSISTANCE

PO Box 551 Mackay Qld 4740

Ph 4951 4299

Email: admin@casamackay.org.au

For Clients who have received food parcels or vouchers/assistance with travel costs/overnight accommodation/Telstra top up/ Emergency Relief Clients and/or Referrals/provision of bedding or clothing.

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?								
Were you provided with the right option to help you with your situation? If yes, please advise other option:								
If CASA was unable to assist you were you given a referral to other providers (community organisations/government) who are able to help?								
Did the CASA worker make you feel comfortable and help you to understand why we needed to have the information you provided on the Intake form?								
What rating would you give the CASA worker 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? This is for us to improve our services.	—	—	—	—	—	—	—	—
Would you refer a 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
Presentation of Front Office/Interview Room	
Information provided	
Listening to your concern and responding to your need/s	
Meeting your cultural needs (translator/interpreter)	
Handling your complaints/grievances (briefly describe how you felt)	

Your response is appreciated. Information provided will remain confidential within CASA. We will only contact you if there is a need to discuss any concern you raised.

Your Name: _____

Contact Details: _____

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.