

CLIENT SATISFACTION SURVEY

For New Tenants

Completion of this form is voluntary

PO Box 551 Mackay Qld 4740

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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 to admin@casamackay.org.au

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 time for your appointment to attend to sign the documents suitable to you or was the CASA staff member not flexible with a time?								
Were you provided with an explanation of the documents you needed to bring to the interview?								
Were you provided with an opportunity to given sufficient time to read the documents prior to signing? 3a: In private? 3b: With the CASA staff member present?	—	—	—	—	—	—	—	—
Did the CASA staff member clearly explain the information about the content of the documents prior to your signing them?								
Were you given the opportunity to ask questions? if not, were you given a reason?								
Tenant Handbook: a) Were you provided with a copy of this handbook? b) Did you understand the content? c) If you didn't understand the content, were you help?	—	—	—	—	—	—	—	—
The accommodation provided – tick beside the correct answer <input type="checkbox"/> clean <input type="checkbox"/> not clean <input type="checkbox"/> well presented – no broken items to be repaired <input type="checkbox"/> if you found damaged areas or items in the accommodation, did you find them listed on the Entry Condition Report?	—	—	—	—	—	—	—	—

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

Your concern	Your response
Quality of service delivery	<hr/> <hr/>
Information provided	<hr/> <hr/>
Meeting your cultural needs (translator/interpreter)	<hr/> <hr/>
Interview Room:	<hr/> <hr/> <hr/>
Tenant Handbook Is information suitable? Were you able to clearly understand the content? What is missing that you feel you need more information about?	<hr/> <hr/> <hr/>
If you have ever lodged a complaint or a grievance with CASA. Was your concern properly dealt with at the time? Was the response you received what you expected? if not, please briefly describe why you were disappointed.	<hr/> <hr/> <hr/>

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. Mail: PO Box 551 Mackay Qld 4740

Thank you

Management, CASA Inc.