

Community Care Feedback Form

Community Care is committed to providing the highest level of service. Your feedback is valuable to us and will be used to improve our service delivery. The following questions are about the services that you have been receiving from Community Care. Please complete this form to help us improve our services.

Please fill in personal details below or you can choose to stay anonymous.

(Optional)

Name	
Address:	
Contact number/s:	

1. Which one of our services is your feedback about:

- | | |
|---|--|
| <input type="checkbox"/> Home Care | <input type="checkbox"/> Case Management |
| <input type="checkbox"/> Personal Care | <input type="checkbox"/> Assessment |
| <input type="checkbox"/> Respite Care | <input type="checkbox"/> Management |
| <input type="checkbox"/> Meals on Wheels | <input type="checkbox"/> Gnets Service |
| <input type="checkbox"/> Property Maintenance | <input type="checkbox"/> Volunteers |
| <input type="checkbox"/> Administration Staff | |

2. Are you satisfied with your staff member?

- Yes
 No

Please explain:

3. Are you satisfied with the day and time that you receive support?

- Yes
 No

Please explain:

4. How would you rate your satisfaction with the following aspects of the services you are receiving?

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Not sure
Quality of services provided					
Professionalism and courtesy of staff/worker					
Timeliness of services provided					

5. How satisfied are you overall with the services you receive?

- Very satisfied
- Satisfied
- Unsatisfied
- Very unsatisfied
- Not sure

6. What do you think we could do to improve our services?

Thank you for taking the time to complete this feedback form.

Gannawarra Shire Council Community Care Services.