

Share & Care Community Services Group Inc



Client Survey

www.shareandcare.com.au

Thank you....



Thank you for taking the time to complete our survey.

Your feedback is vital in ensuring that we deliver the best service possible to you.

Share and Care have developed a list of questions designed to inform us about the myriad of components involved in ensuring the services we operate do so not only on best practice principles but with the remembrance that we are dealing with real people with real needs.

Following each question is room for your thoughts. Often surveys can miss much by applying the "Yes-No" scenario alone - we don't wish to miss out on your opinions or innovative ideas you feel might be applicable to our service.....so don't hesitate to speak up!

Kind Regards

A handwritten signature in black ink, appearing to read "Carol Jones-Lummis", written in a cursive style.

Carol Jones-Lummis
Chief Executive Officer

Share & Care



1 Are you aware of the different Programs that Share & Care Manage?
 Yes No Unsure

Comment: _____

2 Are you aware of the criteria you need to meet in relation to the Programs you might use?

Yes No Unsure

Comment: _____

3 Would you like an information pack on the 18 Programs Share & Care manage in the communities?

Yes No Unsure

Comment: _____

4 Were you referred to Share & Care by an agency in the community?

Yes No Unsure

Comment: _____

Service Delivery



1 Have the services offered to you been relevant to your needs?

Yes

No

Unsure

Comment _____

2 Has there been a time you were dissatisfied with the service offered?

Yes

No

Unsure

Comment _____

3 Have you had occasion where no relevant service was available from Share & Care and you were not offered links to other Agencies that might assist you and the consumer?

Yes

No

Unsure

Comment _____

4 Do you have a complaint about the service you received after being referred to Share & Care?

Yes

No

Unsure

Comment: _____

Service Delivery-2



5 Do you feel there are services Share & Care could offer but don't?

Yes

No

Unsure

Comment _____

6 How do you feel Share & Care could best meet your needs in the future?

Comment _____

7 Do you feel there is always a genuine attempt by Share & Care to help you find resolution to a particular challenge??

Yes

No

Unsure

Comment _____

8 Would having a Share & Care information pack make understanding the options easier for you?

Yes

No

Unsure

Comment: _____

General Questions



1 Are you aware of the communities that Share & Care Service?

Yes

No

Unsure

Comment: _____

2 Would you like to receive a copy of our Annual General Report?

Yes

No

Unsure

Comment: _____

3 Would you like to be notified when Share & Care General and Annual General Meetings are to be held?

Yes

No

Unsure

Comment: _____

4 Are you aware that Share & Care when it cannot assist you will offer to refer you to another agency that might be able to help you further?

Yes

No

Unsure

Comment _____

5 What gaps in service delivery to the community do you think Share & Care need to cover?

Comment: _____

General Questions— 2



1 In your opinion, what is the single most important change Share & Care could make to be more effective?

Comment: _____

2 Accessibility of service (includes hours, location, wait time, disabled access.)
 Poor Average Excellent

Comment: _____

3 How effective was the coordination of care and communication?
 Poor Average Excellent

Comment: _____

4 Which service are you the MOST FAMILIAR with or HAVE THE MOST EXPERIENCE with?

Comment _____

5 What other thoughts would you like to share with us?

Comment: _____

