

Client Feedback Survey

This information is confidential.



We would appreciate your feedback about our service to assist us to make improvements in the way we provide services and support.

Rate how much you agree with each statement	Completely disagree	Somewhat disagree	Neither agree nor disagree	Agree	Strongly agree	Not applicable
I am satisfied with Deaf Can:Do.	1	2	3	4	5	N/A
Deaf Can:Do services meet my needs.	1	2	3	4	5	N/A
It was easy to find Deaf Can:Do services.	1	2	3	4	5	N/A
Information about the services matched my service delivery experience.	1	2	3	4	5	N/A
The wait time for service was reasonable.	1	2	3	4	5	N/A
Deaf Can:Do services are flexible and responsive.	1	2	3	4	5	N/A
The staff have high levels of skills and expertise.	1	2	3	4	5	N/A
Deaf Can:Do actively involves my carer or family members.	1	2	3	4	5	N/A
Planning considers my language and cultural needs.	1	2	3	4	5	N/A
I am supported and encouraged to participate in planning.	1	2	3	4	5	N/A
I am supported and encouraged to get involved in activities.	1	2	3	4	5	N/A
I have been supported to link with other organisations and services.	1	2	3	4	5	N/A
It is easy to give feedback and I understand how to make a complaint.	1	2	3	4	5	N/A
Deaf Can:Do have been responsive to my questions or concerns	1	2	3	4	5	N/A
I would recommend Deaf Can:Do to my family and friends.	1	2	3	4	5	N/A

What do you like most about Deaf Can:Do?

What do you like least about Deaf Can:Do?

How could we improve our services?

Do you have any other comments?

Would you like someone to contact you regarding the feedback you have provided on this survey?Yes

Name

Phone

Email

SMS Only

.....Yes

Please return this form to the Can:Do Group Feedback Officer

Online | deafcando.com.au/feedback **Email** | feedback@candogroup.com.au **Post** | 59-61 Grange Road, Welland SA 5007