

Client Satisfaction Survey

Please help us improve our services by completing a short survey on the service you received from RIAC.

1. What do you think of the intake process?



Very Good



Good



Neutral



Not good



Bad



Very Bad

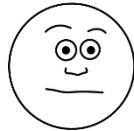
2. How did you find the waiting time?



Very Good



Good



Neutral



Not good



Bad



Very Bad

3. How did you hear about the RIAC? (please Circle)

1

Family Member

Returned Client/Carer

Friend

Social Media

Service Provider

Other:

Government Department

4. Which RIAC Program did you use? (please Circle)

Advocacy

ILC NDIA

Access and Support

I don't know

NDIS Appeals

Other: _____

Support Groups for Carers

Aboriginal and Torres Strait Islander

Advocacy



5. How likely would you be to recommend RIAC to someone else?



Very Likely



Likely



Neutral



Not Likely



Unlikely



Very Unlikely

6. At which site did you get help?

- Shepparton
- Bendigo
- Geelong
- Horsham
- Mildura

7. Which staff member helped you?

8. Did the staff member provide you with tools to build on your own self advocacy skills?

- Yes
- No

Comments:

9. Is there any more information you would need, to help you build on your advocacy skills in the future?

- Yes
- No

Comments:

10. Do you have any suggestions to improve our service?

- Yes
- No

Comments: _____

11. Did RIAC provide you with information in a form you could understand?

- Yes
- No

Comments: _____

12. Did staff work with you in a respectful and supportive way?

- Yes
- No

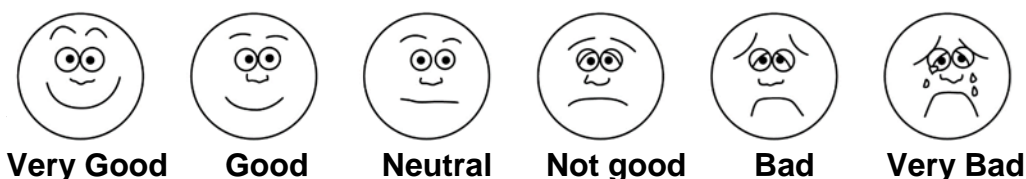
Comments: _____

13. Did the service give a private space for confidential discussions?

- Yes
- No

Comments: _____

14. The staff member's level of knowledge and expertise was:



15. My own needs were supported including language, cultural or diversity needs.

- Yes
- No

Comments:

16. Would you like someone to contact you about your feedback in this form?

- Yes
- No

17. Is there any further information that you need to help you?

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18. Did the staff give the information on how to make a complaint?

- Yes
- No

Comments:

19. Contact Information (optional)
