

Consumer Feedback Survey

We are keen to hear from you as to how the Independent Living Centre (ILC) is performing. Please take several minutes to tell us what you thought of our services by completing our feedback survey.

Your feedback and information provided will be treated as private and confidential.

1. Which ILC service/s did you have contact with? (You can tick more than one)

- | | |
|--|--|
| <input type="checkbox"/> Assistive Equipment Service (ILC AES) | <input type="checkbox"/> Commonwealth Respite & Carelink Centre (CRCC) |
| <input type="checkbox"/> ILC Cockburn | <input type="checkbox"/> Occupational Therapy Driver Assessment |
| <input type="checkbox"/> Hire of Equipment (ILC Hire) | <input type="checkbox"/> Equipment Grants Program |
| <input type="checkbox"/> Technology Equipment Service (ILC Tech) | <input type="checkbox"/> Noah's Ark |
| <input type="checkbox"/> Training Services | <input type="checkbox"/> Community Allied Health Services |
| <input type="checkbox"/> Allied Health Therapy in the School | <input type="checkbox"/> ILC HACC Allied Health Services |
| <input type="checkbox"/> MyTech | |

2. How satisfied did you feel with our staff member's understanding of your needs?

- | | | | | |
|-------------------------------|----|----|----|-----------------------|
| 1 | 2. | 3. | 4. | 5. |
| Unsatisfied | | | | Very satisfied |
| (Did not understand my needs) | | | | (Understood my needs) |

3. Overall, when thinking about your recent contact with the ILC, how satisfied did you feel that our services met your needs?

- | | | | | |
|-------------|----|----|----|----------------|
| 1 | 2. | 3. | 4. | 5. |
| Unsatisfied | | | | Very satisfied |

4. Providing a high standard of Customer Service is important to our organization.

Do you agree or disagree with the following statements?

- | | Agree | Disagree | N/A |
|--|--------------------------|--------------------------|--------------------------|
| 4.1 Staff communicated in a clear manner | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.2 Staff respected my privacy & confidentiality | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4.3 Staff were open to feedback/complaint | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

5. We aim to provide a timely service (by phone, email, online or visiting our centre).

On your first contact, please rate us on how well we did?

- Very good (with an immediate response)
- Good (with a same day response)
- Average (1-2 days for a response)
- Poor (2 days or longer for a response)
- Not Applicable

