

As a result of your experience with the service in the last 3 months or less please rate the following:

Poor Fair Good Very Good Excellent Not applicable

13. Overall, how would you rate your experience with this service in the last 3 months?

Poor Fair Good Very Good Excellent Not applicable

14. My experience would have been better if...

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15. The best things about this service were...

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The information in this section helps us to know if we are missing out on feedback from some groups of people. It also tells us if some groups of people have a better or worse experience than others. Knowing this helps us focus our efforts to improve services. No information collected in this section will be used to identify you.

16. What is your gender? ₁ Male ₂ Female ₃ Other

17. What is the main language you speak at home? ₁ English Other ₂

18. Are you of Aboriginal or Torres Strait Island origin?
₁ No
₂ Yes - Aboriginal
₃ Yes – Torres Strait Islander
₄ Yes – Aboriginal and Torres Strait Islander

19. What is your age?
₁ Under 18 years ₂ 18 to 24 years
₃ 25 to 34 years ₄ 35 to 44 years
₅ 45 to 54 years ₆ 55 to 64 years
₇ 65 years and over

20. How long have you been receiving support or care from this service?
₁ Less than 24 hours ₂ 1 day to 2 weeks
₃ 3 to 4 weeks ₄ 1 to 3 months
₅ 4 to 6 months ₆ More than 6 months

21. Did someone help you complete this survey?
₁ No
₂ Yes – family or friend
₃ Yes - language or cultural interpreter
₄ Yes – lived experience/peer worker
₅ Yes – another staff member from the service
₆ Yes – someone else

Thank you for your time and comments