**Date:** \_\_\_\_/\_\_\_\_/2020

Thank you for taking the time to complete this feedback sheet. We will use your comments to improve our services**.** This is a confidential document and names are not required.

**Please tick the relevant box to record your answers to the following questions:**

**Do the services we offer meet your needs?**

☐ Yes ☐ No ☐ Some

**If your needs are not being met, what areas do we need to improve?**

☐ Quality of service delivery ☐ Overall management and operations

☐ Meeting cultural needs ☐ Handling complaints/grievances

☐ Facilities/environment ☐ Safety and well-being

☐ Community participation ☐ General enquires and information

**What do you think we can do to improve in these areas? Please list the specific area/s and your suggestions.**

Click or tap here to enter text.

**How do you feel about the staff/volunteers in our organisation? Tick one or more boxes.**

☐ Competent ☐ Very Competent ☐ Not Competent

☐ Very friendly ☐ Friendly ☐ Not friendly

**In what areas could our team improve to meet your needs?**

☐ Job expertise/level of skills

☐ Cultural knowledge and skills

☐ Communication and listening skills

☐ Providing access to information

☐ Meet individual needs

☐ Maintaining privacy and confidentiality

☐ Behaviour and attitudes

☐ Efficiency (things done on time)

☐ Providing feedback

☐ Working with other relevant agencies

**If an area is not listed above, use the space below for other suggestions:**

Click or tap here to enter text.

**What other improvements do you suggest for our organisation?**

Click or tap here to enter text.

**If you would like to discuss any matters raised in the feedback sheet, please provide your name, email address and contact number in the space below:**

Click or tap here to enter text.

***Please note all your feedback is confidential, We would like to invite you to give us a review via*** [***https://g.page/dcssaustralia/review?ma***](https://g.page/dcssaustralia/review?ma)***, in regard to the services you have received, we would like to invite you to give us a testimony so it can be shared with the stakeholders, management and the team of DCSS Australia, please provide your testimony in the space below:***

Click or tap here to enter text.

*Thank you for your feedback and comments. 😊*

*Yours Sincerely,*

***DCSS Australia Inc.***

[*www.dcssaustralia.org*](http://www.dcssaustralia.org)