



THE CASSIDY CREW

CARERS, ADVOCACY, SUPPORT SERVICES,
INDEPENDENCE, DISABILITIES AND YOU!

Feedback Form

As part of our improvement of quality process, we would love to hear feedback from people who use The Cassidy Crew Service.

Why We Survey?

We like to ask our clients and other people that are associated with our business for some feedback via surveys and other methods to help us identify ways we can improve our services.

Who We Survey?

We are surveying a range of consumers/clients who use our service to find out their thoughts and also to know any problems or issues they may come across.

How to complete the form?

Instructions are included on the form for all questions to help you fill in the required information. Please answer all questions in your point of view, and some require you to circle your response. You are also most welcome to use the extra space provided for any comments or written responses you wish to make.

Your Confidentiality

The Cassidy Crew respect your right to privacy, if you wish to remain anonymous you are not required to write your name or personal information on the form but you are more than welcome to if you would like us to get in contact with you regarding your feedback.

Who to contact if you have concerns or queries

If you have any queries about the survey or feedback information form please contact The Cassidy Crew on 5622 2666

Thank-you for your contribution.



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Feedback Form

The Cassidy Crew actively seeks and welcomes feedback regarding your experiences with us. The information you provide will enable us to make improvements that will provide quality services to the community.

Type of Feedback Complaint Compliment (please circle)

Do you wish to be contacted in relation to this feedback? YES NO (please circle)

Do you wish to remain anonymous? YES NO *If No, please complete section A*
If Yes, please complete section B

Are you completing this feedback form on behalf of another person? *If Yes, skip to section B and C*

If you wish to complete a short survey that would help us improve our business please complete section D also.

SECTION A

Feedback provided by

Mr Mrs Ms Miss Master (please circle)

First Name: _____

Last Name: _____

Address: _____

Telephone (business hours): _____ (after hours) _____

Is an interpreter preferred? YES / NO If yes, Language required: _____

If you are lodging a complaint what would be the best outcome for you?

Apology Explanation Refund/Waiving

Investigation Assistance Change/Review of Decision



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If you are lodging a complaint on behalf of another person please enter the details in section C.

SECTION C

Details of the person you are providing feedback from:

Mr Mrs Ms Miss Master (please circle)

First Name: _____

Last Name: _____

Address: _____

Telephone (business hours): _____ (after hours) _____

Is an interpreter preferred? YES / NO If yes, Language required: _____

I have the following relationship with the person I am providing information for:

I am their: Carer Relative Visitor Volunteer Member of the Public Other



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SECTION D

Survey:

How did you find out about the Cassidy Crew?

- Internet
- Friend
- Family Member
- Advertisement
- Brochure/Business Card
- Another person using The Cassidy Crew
- Can't remember

How did you first contact the Cassidy Crew?

- Telephone
- Email
- In Person
- Office Visit
- Can't remember

What Service do you use at the Cassidy Crew?

- I need personal care/home care
- I am a carer
- I do household maintenance
- Other: _____

Please tell us what you think The Cassidy Crew do well?

Please tell us what you think The Cassidy Crew could do better?



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Your experience with the Cassidy Crew. How would you rate the following? (please circle)

	Very Poor	Poor	Average	Good	Very Good
Understanding your needs and issues	1	2	3	4	5
Listening to you	1	2	3	4	5
Explaining things in and easy to understand way	1	2	3	4	5
Responding in a timely manner	1	2	3	4	5
Providing easy to understand information	1	2	3	4	5
Providing information about how to make a complaint	1	2	3	4	5

Overall Satisfaction

Very Unsatisfied

1

Neutral

2

Satisfied

3

Very Satisfied

4

Thank-you for your feedback!

Once you have completed the form you can:

Deliver in Person

155 Queen Street
Warragul
3820

By Mail

The Cassidy Crew
155 Queen Street
Warragul 3820

Contact Ph. Number:

5622 2666
0437 342 224

Email To thecassidycrew@dcsi.net.au