**C L I E N T S A T I S F A C T I O N S U R V E Y**

Your feedback on our services is very important to us, so that we can continue to improve the way we do our work. Thank you for completing this quick confidential survey and returning it in the self-addressed envelope.

**DATE** \_\_\_\_\_\_\_\_\_\_ **AGE** \_\_\_\_\_\_\_\_\_\_ **GENDER** \_\_\_\_\_\_\_\_\_\_ **ETHNICITY** \_\_\_\_\_\_\_\_\_\_

**HOW LONG HAVE YOU BEEN LIVING IN NORTH CANTERBURY?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**OR DO YOU LIVE OUTSIDE NORTH CANTERBURY? WHICH REGION?** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**HOW DID YOU HEAR ABOUT US?**

\_\_\_ Word of mouth \_\_\_ Referral from another agency

\_\_\_ Pamphlet \_\_\_ Website

**WHICH WELLBEING SERVICE HAVE YOU ACCESSED?**

\_\_\_ Youth Drug and Alcohol \_\_\_ Karanga Mai Early Learning

\_\_\_ Family Counselling \_\_\_ Kaiapoi Community Support

\_\_\_ Youth Worker \_\_\_ Drive Sober North Canterbury

\_\_\_ Youth Worker – Oxford \_\_\_ Truancy Service

\_\_\_ Strengthening Families \_\_\_ KCS Family Social Worker

\_\_\_ Girls Group \_\_\_ Cool Kids School Holiday Programme

Please indicate your rating on the following:

**WERE YOU SEEN/CONTACTED QUICKLY ENOUGH TO MEET YOUR NEEDS?**

 Unsatisfactory 1 ∙ 2 ∙ 3 ∙ 4 ∙ 5 Excellent

**DID YOU FEEL YOU WERE TREATED WITH RESPECT?**

Unsatisfactory 1 ∙ 2 ∙ 3 ∙ 4 ∙ 5 Excellent

**DID THE SERVICE MEET YOUR NEEDS?**

Unsatisfactory 1 ∙ 2 ∙ 3 ∙ 4 ∙ 5 Excellent

**DID OUR SERVICE HELP YOU TO FIND MORE PLACES TO SUPPORT YOU?**

E.g. Budget Advice, Food Bank, etc.

 Unsatisfactory 1 ∙ 2 ∙ 3 ∙ 4 ∙ 5 Excellent N/A

**WHAT IS DIFFERENT FOR YOU NOW?** Please tick what applies to you:

\_\_\_ More confidence

\_\_\_ Better family relationships

\_\_\_ More knowledge and skills about parenting

\_\_\_ More connected to the community

 \_\_\_ Better able to manage day to day life

 \_\_\_ Reduced drug and alcohol use

 \_\_\_ Taken up a new activity, eg exercise or social activity

 \_\_\_ Anything else not listed here

**PLEASE TELL US HOW WE CAN DO BETTER**

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For further comments please contact \_\_\_\_\_\_\_\_\_\_\_ or email \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Thank you again for your feedback - it is most appreciated!**