

Client Satisfaction Survey

We are committed to improving our service and we would like to know how we did.

Although this information is not required, we would like to know your name and contact details so that we can contact you about your feedback.

First name:

Family name:

Mobile number:

Email:






I would like to be contacted about my feedback.

What describes you best?






- Age: 18-49 50-64 65+
- Client group: NDIS MAIB Private Aged Care
- Location: North South Northwest
- Are you a:
- person with a disability
 - paid support person or carer of a person with a disability
 - family member or informal carer of a person with a disability
 - stakeholder

- Services accessed: Occupational Therapy Speech Therapy Physiotherapy
- Plan Management Allied Health Assistant Support






I received a high-quality service at ILCT

-     
- Strongly Disagree Disagree Neutral Agree Strongly Agree






I had the support I needed to achieve my goals

-     
- Strongly Disagree Disagree Neutral Agree Strongly Agree






I received a high level of skill and knowledge to best support me

-     
- Strongly Disagree Disagree Neutral Agree Strongly Agree






Staff were respectful and courteous to me

				
<input type="checkbox"/> Strongly Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neutral	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly Agree






ILCT were quick to respond to my questions and concerns

				
<input type="checkbox"/> Strongly Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neutral	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly Agree

The explanations by staff about my assessment, intervention and support choices were thorough and communicated clearly

				
<input type="checkbox"/> Strongly Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neutral	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly Agree

I would highly recommend ILCT to friends and family

				
<input type="checkbox"/> Strongly Disagree	<input type="checkbox"/> Disagree	<input type="checkbox"/> Neutral	<input type="checkbox"/> Agree	<input type="checkbox"/> Strongly Agree

If there was one thing we could do to improve, what would it be?

What else would you like to tell us about?
