

CLIENT SATISFACTION SURVEY
Domestic Violence Prevention Centre Gold Coast Inc.

As part of the continuous improvement process in our organisation we seek your views on ways we can improve our services. Your responses to the following questions will enable us to know what we are doing well and tell us about any areas we need to improve. *We thank you for your support.*

How did you hear about the Domestic Violence Prevention Centre Gold Coast Inc.?

- Phone Book
- Internet
- Friend
- Referred by another Organisation
- Referred by Queensland Police Service

Please indicate which services you have accessed.

- Court Assistance
- Telephone support
- Women’s Counselling
- Children’s Counselling
- Groups

1. The organisation provides a safe, warm and welcoming environment with pleasant facilities.

- Agree Disagree

Comments: _____

2. The support, information and referrals provided to me were suitable to my needs.

- Agree Disagree

Comments: _____

3. The staff were professional and respectful.

- Agree Disagree

Comments: _____

4. My needs were responded to in a timely manner.

Agree

Disagree

Comments:

5. My children's needs were responded to in a timely manner.

Agree

Disagree

Comments:

6. What could we do to improve our services?

7. Do you have any other comments?

*Please post to:
PO Box 409 Southport, 4215 or email to: info@domesticviolence.com.au*