

DISCO CLIENT SURVEY

Return the survey to your DISCO representative, direct to one of our offices or e-mail it in. Please see details below.

DISCO Toowoomba – Suite 3, Level 1 453 Ruthven St / PO Box 1353 Toowoomba QLD 4350
Ph: 4638 3088 Fax: 4638 7602
– 129 James Street / PO Box 1353 Toowoomba QLD 4350
Ph: 4632 9065 Fax: 4638 7602
DISCO Dalby – 169 Cunningham St Dalby / PO Box 1247
Dalby QLD 4405 – Ph: 4662 2147 Fax: 4638 7602
DISCO Gatton – 119 Spencer St Gatton QLD 4343
– Ph: 5462 1400 Fax: 4638 7602

E-mail: info@disco.org.au



We are seeking feedback from our clients on their satisfaction levels and opinions in relation to the quality and effectiveness of the services they receive. Your feedback and opinions are valued by us. They will inform and set strategic direction for our quest for continuous improvement. All responses will be anonymous.

Please either circle the number of your corresponding choice or tick the check box with a pen if completing this form on paper. If using a computer, double click on the box or highlight the number.

Demographic Information

Please indicate with a check where appropriate:

- Male Female Aboriginal / Torres Strait Islander
- Other identified group (please specify).....

Age Group

- under 18
- 18-29
- 30-40
- 41-50
- 51-64
- 65+

SURVEY					
Please circle the value that represents your opinion, with 1 being the lowest and 6 being the highest, where applicable.					
Q1. How well known do you think DISCO is in our community?					
1	2	3	4	5	6
Comments?					

Q2. Was it easy to get to see someone from DISCO when you needed to?

Yes No

Comments?

Q3. How comfortable did the DISCO staff make you feel?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____

Comments?

Q4. Was the building easily accessed? (Consider physical access and availability of public transport, parking etc)

Yes No

Comments?

Q5. How well did people from DISCO understand your needs and issues?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____

Comments?

Q6. Was there a plan developed for the assistance you were to receive?

Yes No

Comments?

Q7. Did DISCO help you to build relationships with people or other services that could meet your needs?

Yes No

Comments?

Q8. Did DISCO provide you with information that assisted you to consider which services you need, and what other options you have?

Yes No

Comments?

Q9. Were you actively involved with DISCO staff to plan how your needs could be met?

Yes No

Comments?

Q10. Are you aware of a statement of client rights and responsibilities or something called a client service charter?

Yes No

Comments?

If "yes", does DISCO line up to the statement of client rights or the client services charter?

Yes No

Comments?

Q11. How confident are you that information relating to you collected and held by DISCO is confidential and secure?

1 _____ 2 _____ 3 _____ 4 _____ 5 _____ 6 _____

Comments?

Q12. Were you told how to get access to your information/files, if you wanted to?

Yes No

Comments?

Q13. How satisfied were you with the services you received?

1 2 3 4 5 6

Comments?

Q14. Do you feel that DISCO is a safe and welcoming place?

Yes No

Comments?

Q15. Do you feel you can trust the DISCO staff to act in your best interests?

Yes No

Comments?

Q16. Are you aware of the internal and external complaint mechanisms available to you if you have a complaint?

Yes No

Comments?

Q17. If you have raised a complaint, how satisfied were you with how it was resolved?

1 2 3 4 5 6 Not

Applicable

Comments?

Q18. How satisfied were you with the skills and experiences of the people who provided services to you?

1 2 3 4 5 6

Comments?

Q19. What are the strengths of the staff who have provided services to you?

Comments?

Q20. How could staff skills be improved to better meet your needs?

Comments?

Thank you for taking the time to complete this survey.

To return it you can:

- a) Email it to info@disco.org.au
- b) Post to it to DISCO at PO Box 1353 Toowoomba QLD 4350
- c) Drop it in to Head Office at Suite 3, Level 1 453 Ruthven St Toowoomba or visit the local DISCO office in your community