



Feedback Form

Version 1.0 (June 2023)



Please complete and submit this form to intake@ich.org.au

(07) 3372 1711

ich.org.au

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If you are reading this form, this means you are no longer working with Inala Community House - Our Of Home Care Service (OHC). We would appreciate you taking a couple of minutes to complete this form to provide feedback on your experiences working with us. We are always looking to improve our service to support families the best we can, and your feedback is valuable to us. Thank you!

Name (Optional)

Caseworker

I was clear on the role OHC would play with my family and how OHC could support me.

- Strongly Agree Agree Neither Agree/Disagree Disagree Strongly Disagree

I was satisfied with the support my Case Worker provided me.

- Very Satisfied Satisfied Neither Satisfied/Dissatisfied Dissatisfied Very Dissatisfied

Overall, how satisfied were you with Inala Community House OHC service?

- Very Satisfied Satisfied Neither Satisfied/Dissatisfied Dissatisfied Very Dissatisfied

Were you aware of how to make a complaint or provide feedback?

- Yes No

Did you feel you could access complaints and feedback process?

- Yes No

What are the main things we helped you with during the time you worked with OHC?

What do you think we could have done better to support you?

Is there any other feedback, positive or negative that you wish to provide?

Thank you for taking the time to provide us with your feedback. Please give this form to your Caseworker or e-mail to intake@ich.org.au