BELONGING MATTERS FEEDBACK FORM:

Your feedback is important to us as it helps us to improve our services. If you could take a few minutes to fill in this feedback form it will assist us in the future.
Please email it to info@belongingmatters.or or fax to 03 97398333 or
Mail to 3/178 Boronia Rd Boronia.
Your response will be kept confidential

Questions About Belonging Matters	**Comment or Rating**
What word or image best captures your experience of Belonging Matters?	
What are the strengths of Belonging Matters?	
How has your understanding of belonging and social inclusion changed as a result of being involved with Belonging Matters?	
What will you now do as a result of having had contact with Belonging Matters?	
What would you like to see happen as a result of your contact with Belonging Matters?	
How did you hear about Belonging Matters?	
Would you recommend Belonging Matters to others?	
What suggestions could you make to improve the services of Belonging Matters?	
Do you find Belonging Matters events and services accessible? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:

Are you satisfied with: The quality of Belonging Matters services? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: How your initial contact with Belonging Matters was handled? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: How your confidentiality and privacy is/was maintained? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: How complaints and feedback are handled? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: The advice and information Belonging Matters gave you in relations to achieving your goals? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: The advice and information Belonging Matters gave you in relations to achieving your goals around social inclusion? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: The advice and information Belonging Matters gave you in relations to how you relationships and connection are encouraged? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Are you satisfied with: The advice and information Belonging Matters gave you in relation to maintaining and strengthen connection to culture and community? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:

Are you satisfied with: The advice and information Belonging Matters gave you to support your decision making and empowerment? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
How would you rate the over all services of Belonging Matters? Please rate: 5 4 3 2 1 Excellent Poor	Rating: Comment:
Questions About You (optional)	**Comment**
Have you previously heard about Belonging Matters? If so how did you hear about Belonging Matters?	
What is your interest e.g. person with a disability; parent; sibling; family member; friend; support worker; Case Manager; Manager; CEO; Board member etc.?	
What is your nationality?	
Where do you live? (Please add your postcode)	
What category best matches <u>your</u> age range? Under 18yrs; 18 – 35 years; 30 – 60yrs; Over 60yrs	
What category best matches the age of the person/people you're supporting? Under 18yrs; 18 – 35 years; 30 – 60yrs; Over 60yrs	
Other comments	