

Contacts Attempted 1st _____ 2nd _____

Client ID # _____

Client Satisfaction Survey Form

Client Name _____ Phone Number _____

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> Social Security | <input type="checkbox"/> Advice Only |
| <input type="checkbox"/> Disability Discrimination | <input type="checkbox"/> Casework |
| <input type="checkbox"/> Employment Service Provider (DEEDI) | |

How easy was it to make contact with the WRC?

- Difficult
- Fairly Easy
- Very Easy
- No Response

How quickly did the WRC respond to your initial enquiry?

- Not Quick Enough
- Quick Enough
- Very Quickly
- No Response

How well did we treat you?

- Not Very Well
- Quite Well
- Very Well
- No Response

Did you understand the advice/information you were given?

- Didn't understand at all
- Understood
- Understood Very Well
- No Response

How useful was the assistance provided to you in helping you to understand or deal with your problem?

- Not useful at all
- Useful
- Very Useful
- No Response

CASE ONLY

Has your problem been resolved?

- Yes No

If yes, are you satisfied with the outcome?

- Yes
- No

If no, why not _____

Comments: _____

Contacts Attempted 1st _____ 2nd _____ Client ID # _____

Gather from CLSIS Data

Clients Postcode _____

Clients Age

- | | |
|-----------------------------------|--------------------------------------|
| <input type="checkbox"/> Under 18 | <input type="checkbox"/> 50-64 |
| <input type="checkbox"/> 18-34 | <input type="checkbox"/> 65 plus |
| <input type="checkbox"/> 35- 49 | <input type="checkbox"/> No response |

Gender

- Male
- Female
- No Response

Is the Client Aboriginal or Torres Strait Islander?

- Yes
- No
- No Response

Is English their first language?

- Unknown
- Yes
- No

Was an interpreter used?

- Yes*
- No*
- Don't know*

Does the Client have a Disability?

- Yes
- No
- No Response

What is the Current Income Source? _____

What is Clients fortnightly income?

- under \$1000
- \$1000 - \$2000
- over \$2000
- No Response

Total Time spent on Advice: _____