*City of Adelaide (CoA) is keen to receive your feedback about the service(s) you recently received and any suggestions you may have to help us further improve the programme. All information received from you will be kept confidential.*

|  |  |
| --- | --- |
| Your Name: | Contact Number: |
| Email (optional): |  |
| Services received (e.g. Domestic support): |  |
| Greatest benefits to you in receiving the service(s): |  |

1. **How happy were you with the service and information provided by CoA Healthy Ageing staff?**

Very satisfied  Satisfied  Unsatisfied

1. **How satisfied were you with the service provided by our Contracted Agency in terms of response time, quality of service, respect and attitude shown to you?**

Very satisfied  Satisfied  Unsatisfied

1. **Do you have any other comments or suggestions about the service you received or City of Adelaide’s Commonwealth Home Support Programme (CHSP)?**

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*Feedback*

*Finding out what we get right can help us improve our service to you. If you have had a positive experience with CoA CHSP, we would love to hear about that. However, we understand this doesn’t always happen. To help us improve our service and your experience, we often rely on you, our customers, to let us know when we have an opportunity to do so.*

*You can send us your feedback via:*

* *Completing this feedback form*
* *Phoning us on 8203 7203 and asking to speak with a Healthy Ageing Officer*
* *Emailing us at* [chsp@cityofadelaide.com.au](mailto:chsp@cityofadelaide.com.au)
* *Writing to us at GPO Box 2252, Adelaide SA 5001*

*If you would like further information about the way CoA and the CHSP handle personal information, please contact the Healthy Ageing Team at 8203 7203 or email* [*chsp@cityofadelaide.com.au*](mailto:chsp@cityofadelaide.com.au)