

Negatives – the service was:

- Not what I wanted
- Superficial
- Too slow/delays/kept waiting
- Inappropriate
- Distressing
- Other (please specify)

9. How satisfied were you with the way you were treated by staff in that service?

← PLEASE CIRCLE BELOW →

Not satisfied	1	2	3	4	5	Very satisfied
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Why was this?

Positives – staff were:

- Willing to help
- Understanding/supportive
- Willing to listen
- Respectful
- Prompt
- Helpful
- Followed through with commitments
- Other (please specify)

Negatives – staff were:

- Unwilling to help
- Disrespectful
- Unwilling to listen
- Unsupportive
- Slow
- Did not do what they agreed to
- Other (please specify)

ARE THERE ANY OTHER COMMENTS YOU WISH TO MAKE?

Thank you for taking the time to provide us with this feedback. If you wish to be contacted regarding your feedback, then please complete your details below:

Name: _____

Address: _____

Phone: _____

Email: _____

pathwaysouthwest.org.au

P 08 9791 1257 F 08 9791 3804
1/14 Rose Street, Bunbury WA 6230
PO Box 275, Bunbury WA 6231

info@pathwaysouthwest.org.au





Your feedback is essential in assisting us to understand what we do well and what we need to improve. Please take a few minutes to complete this form and return it using the envelope supplied. It is totally confidential and your name is not required.

ABOUT YOURSELF

1. Are you a:

- Person with mental illness
 - Carer
 - Relative
 - Other (please specify)
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-

2. Are you:

- Male Female

3. Are you:

- Under 18 yrs
- 18-25 yrs
- 26-35 yrs
- 36-45 yrs
- 46-64 yrs
- Over 65 yrs

4. Do you identify culturally as:

- Aboriginal or Torres Strait Islander origin
- Culturally and linguistically diverse
- Neither of the above

ABOUT YOUR PATHWAYS EXPERIENCE

5. What Pathways service/s do you access?

- Individual support
 - Educational programs
 - Social support
 - Accomodation services
 - Advocacy support
 - Referral to other agencies
 - Information/resources
 - Other (please specify)
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-

6. Who refered you to Pathways?

- Friend/family
 - Mental Health Services/GP
 - Brochure/flyer
 - Newspaper advert/article
 - Other (please specify)
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7. How easy was it to make contact?

← PLEASE CIRCLE BELOW →

Not satisfied	1	2	3	4	5	Very satisfied
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Why was this?

8. How satisfied were you with the service in your most recent contact with Pathways:

← PLEASE CIRCLE BELOW →

Not satisfied	1	2	3	4	5	Very satisfied
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Why was this?

Positives – the service was:

- What I wanted
 - Thorough
 - Prompt
 - Appropriate
 - Good quality
 - Other (please specify)
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