

“72% of Karumahs service users achieved all or part of their self-management goals” –“Self-management outcomes include- reduced hospital presentations – increase in treatment uptake and adherence” –“Karumah recognises that people are their own experts and encourages them to be active in their own health outcomes”



Karumah: Client survey

This survey is confidential.

We would appreciate your feedback about our service; these surveys help us provide the best service possible. Please fill this in at your leisure and return it to us when you can.

Please rate each of the following statements from 1 to 5:

- 1 Completely disagree
- 2 Somewhat disagree
- 3 Neither agrees nor disagrees
- 4 Agree
- 5 Strongly agree
- N/A If you feel the question is not applicable to you
- DK If you do not have enough information or provide an answer

Statements	Ratings							
	1	2	3	4	5	N/A	DK	
The information about Karumahs service is matched by your service delivery experience.								
The wait time for service was reasonable.								
The service provision is flexible and responsive.								
Staff have high levels of skills and expertise.								
Service planning includes consideration of my language and cultural needs.								
I am supported and encouraged to participate in my service planning.								
I am encouraged and supported to be involved in the service’s activities.								

“72% of Karumahs service users achieved all or part of their self-management goals” –“Self-management outcomes include- reduced hospital presentations – increase in treatment uptake and adherence” –“Karumah recognises that people are their own experts and encourages them to be active in their own health outcomes”

I have been supported to link in with other community organisations and services.	1	2	3	4	5	N/A	DK
There are good feedback and complaints mechanisms in place.	1	2	3	4	5	N/A	DK

1. What do you like most about Karumah?

.....

2. What do you like least about the Karumah?

.....

3. What suggestions do you have about ways that we could improve our service/s?

.....

4. Do you have any other comments?

.....

Would you like someone to contact you regarding the feedback you have provided on this survey?

- Yes
- No

Name: Phone number: