



Client Feedback Form

Byamee Homeless Support aims to provide a high-quality service to the whole community where all people have the right to safe housing. Homelessness Services has a common approach to service delivery that upholds the rights of all persons accessing our services

We want to know what you liked or did not like about Byamee Homeless Support. What was the service like while you were here? We are especially interested in hearing your suggestions for improvements. We review these surveys regularly and make changes accordingly, so we need your input.

YOU DO NOT HAVE TO PUT YOUR NAME ON THIS FORM - IT IS FOR ANONYMOUS RETURNS

What were your expectations when you first came to the Byamee Homeless Support?

Comment:

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.....

Were those expectations met? Fully met Partially met Not met at all

Comment:

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.....

Did your case worker use a plan and work with you to enable you to meet goals? Yes No

Was this plan

Useful

Not useful

Comment:

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.....

Did you feel supported by your support worker? Yes No

Comment:

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Did you feel supported by other workers? Yes No

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Do you feel that you and your children were treated with respect and dignity while staying at Service?

Comment:

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Could you make any suggestions to improve our service to women and children?

Comment:

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If you could change one thing about your experience or that of your children's while at the refuge what would that be?

Comment:

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Did you receive accommodation through our services? Yes No (If yes please continue)

What property were you in? (Only if you want to tell us).....

What were your expectations when you first moved into the property?

Comment:

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What was the length of your stay? Entry:..... Exit:.....

What would you like to see improved at Byamee Homeless Support?

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Would you recommended our service to others Yes No

Comments about Byamee Homeless Support:

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Your feedback is valuable to our service delivery and we thank you