

halc CLIENT SATISFACTION SURVEY

HIV/AIDS Legal Centre Incorporated (NSW) ABN 39 045 530 926

This Survey is to enable us to evaluate and improve the service provided by HALC to yourself and future users of the service.

Please take a few moments to complete the survey. Tick the appropriate box where indicated or fill out the comments areas and return to us. All information provided by you is held in the strictest confidence.

1. What was the nature of your inquiry?

- Will
 - Power of attorney
 - Enduring guardianship
 - Superannuation/insurance
 - Discrimination
 - Debt
 - Immigration
 - Employment
 - Social security
 - Other (please specify)
-

2. Postcode _____

3. How did HALC provide you with advice or information?

- Telephone advice only
 - Weekday appointment(s)
 - Other (please specify)
-

4. If you came in for an appointment, how easy was it to get to the Centre?

- Easy
- Difficult

5. If you came in for an appointment did someone see you fairly quickly?

- Yes
- No

6. Was the advice or information you obtained explained in a way you could understand?

- Yes
- No

7. Did the person giving advice or information make you feel comfortable

- Yes
- No

If not, could you explain how it may have been made more comfortable for you –

8. Do you feel that the advice or information obtained was able to help solve your inquiry?

- Yes
- No

9. If your initial contact with HALC was by phone, and you had to leave a message, did we return your call promptly?

- Yes
- No

10. Do you feel you were adequately kept informed about the progress of your matter?

- Yes
- No

11. If HALC was unable to offer you a service you required, were you referred to another service?

- Yes
- No

If you were referred to *another service*, was that service able to help you?

- Yes
- No

12. Overall, was HALC successful in assisting with your inquiry?

- Yes
- No

13. Please use the space provided here to make any other comments you would like to make about our service to you –

We accept donations to provide better and ongoing facilities and services. Any donation over \$2 is tax deductible. You can make a donation via our website at www.halc.org.au.

If you would like to make a donation by cheque or cash please fill out the following details. We will send you a receipt.

Name

Address

Amount

Donations can also be made electronically:

BSB – 032 019

Account Number – 144369

If making a donation via electronic transfer please include your name in the description so we can send you a receipt

Please return this survey to:

HIV/AIDS Legal Centre

PO Box 350

DARLINGHURST NSW 1300

Thank you for taking the time to fill out this survey.