

COMMUNITY TRANSPORT

COFFS HARBOUR, BELLINGEN & NAMBUCCA

CLIENT SURVEY

At Coffs Harbour, Bellingen & Nambucca Community Transport we want to know what you think about our service and any ideas you have for improving it. We would be very grateful if you could answer the questions below.

All your answers will be confidential. If you wish to discuss any matters with us please make contact – our phone numbers and address are at the end of this survey.

(Optional)

Name:

Address:

Please circle your answers

1. Are you? Passenger Carer of a passenger

2. Are you a person with a disability? Yes No

3. Are you an Aboriginal or Torres Strait Islander Person? Yes No

If yes, are the services you receive from us culturally appropriate? Yes No

How can we improve our cultural service?

4. What service do you receive (tick a few if you need to)

Transport to friend

Transport to doctors

Transport for shopping

Transport to day activities

Group outings

Health appointments

Other activities (such as hairdresser's appointments)

NDIS transport

5. How happy are you with the services provided?

Very happy

Mostly happy

Unhappy

Very unhappy

If you are not happy can you tell us how we can improve our services?

6. Do you find the cost of Community Transport:

Very Inexpensive

Inexpensive

Reasonable

Expensive

Very expensive

Do you have any comments about the cost of Community Transport?

7. Did you know you can get someone else to talk to us on your behalf (this person is called an Advocate)? Yes No

If you would like someone to talk to us on your behalf (it could be a friend, son or daughter, husband or wife) just ring the office and let us know.

8. Would you like a different way to pay your driver for your transport besides cash and cheque?

Yes, I would prefer a cashless system

No, I prefer to pay with cash

9. Do you feel that your human rights are being respected by Community Transport when you use our service?

Always

Almost always

Sometimes

Rarely

Never

How do you think we could improve our human rights practice?

10. When you ring to make a booking, how do you find our customer service?

Very friendly and helpful
unhelpful

Friendly and helpful
Very unfriendly and unhelpful

Somewhat unfriendly and

How do you think we could improve our customer service?

11. Do your Community Transport volunteer drivers alight from the vehicle and provide 'elbow assistance' if you need it?

Always

Almost always

Sometimes

Rarely

Never

How can our Drivers improve their service for you?

12. If you are eligible for and use our taxi vouchers, do your taxi drivers alight from the vehicle and provide 'elbow assistance' if you need it?

Always

Almost always

Sometimes

Rarely

Never

I don't use taxi vouchers

How can Taxi Drivers improve their service for you when you use our taxi vouchers?

13. Please tick the Community Transport services that you are aware of:

Individual transport (cars) Taxi vouchers (in some areas only)
Door-to-door shopping buses (in some areas only) Group outings
Regular community bus runs (in some areas only) Wheelchair accessible transport

14. If you had a complaint or suggestion about the service would you let us know?

Yes No

If no, what could we do to make it easier for you?

15. Does Community Transport help you to achieve your everyday goals?

Always Almost always Sometimes Rarely Never

How do you think we could help to support your choices and reaching your goals through our service?

16. Why do you use Community Transport (tick as many as you like)?

To stay independent and in control of my own life To achieve my everyday goals
To be active in my community To get to social and recreational events
To get to medical appointments and stay healthy To do my shopping

17. Are there any other services you would like us to provide or places you would like to go?

18. In which Local Government Area (LGA) do you live (please circle)?

Coffs Harbour LGA Bellingen LGA Nambucca LGA

19. In a few words, describe what Community Transport means to you.

20. Do you have access to any of the following (tick as many as appropriate):

Personal computer Internet Email Ipad or mobile device

21. How did you find out about our services?

Internet

Word of Mouth

Referral from a Government agency

Referral from doctor or hospital

Social media

Newspaper

Other (please specify)

Thank you for helping us to improve!