

## VASS NDIS Client Feedback Form

VASS welcomes all feedback, good and bad, as an opportunity to improve. Feedback can be given at any time, via this form, or in any method you wish. Please let us know if you would like an alternative method to be arranged (e.g. Braille), or assistance to complete the form. Giving feedback is voluntary, and can be anonymous if you wish. Any feedback will not negatively affect the services you receive from VASS (i.e. you can give criticism and still receive services)

Name (optional):

Date:

Services received from VASS:

What do you like about the services you receive from VASS:

What don't you like about the services you receive from VASS:

What do you think could be changed?

Do you think VASS has helped you reach your goals?

Do you have any feedback about VASS administrative staff?

Do you have any feedback about direct support staff?

Do you have any feedback about VASS's policies and processes (e.g. complaints processes, processes to sign the Service Agreement and get services started, etc.)?

Any other feedback?