

2026 Annual Client Survey

* This form will record your name, please fill your name.

Liberty Community Connect - Annual Client Experience Survey 2026

1. What is your association with the Liberty client? Client - - Authorised Representative - Informal Support (family, friend, carer) - Formal Support (GP, Advocate) Prefer not to say -

2. Is the person receiving services: - Over 65 - Under 65

3. Which services do you use? - Domestic Assistance - Flexible Respite Group Social Programs (Centre-based) - - Lawn and Garden - Individual Social Support - Personal Care -

Physiotherapy

- Podiatry Nursing Care - - Home Care Package Management - Other

4. Please tell us how well our services: - Help you live independently - Support daily living activities - Enable community participation - Recognise cultural and diverse needs - Help you feel safe at home and in the community Response options: Yes / Sometimes / No / Unsure

5. What cultural or important events matter to you? - Australia Day - ANZAC Day - Chinese New Year - Christmas - Easter - NAIDOC Week - National Sorry Day - Pride Week - Ramadan - Other

6. If other, please provide details: _____

7. Overall quality of support: - Exceptional - Exceeds Expectations - Meets Expectations - Needs Improvement - Unsatisfactory

8. What stands out most about our support workers? _____

9. Liberty is responsive to my questions or concerns: - Always - Sometimes - Rarely

10. Do you feel comfortable providing honest feedback? - Yes - No Sometimes -

11. Overall service rating (1–5)

12. Likelihood to recommend Liberty (1–5)

13. Do you plan to continue using Liberty services? - Yes - No Unsure -

14. Do you have any suggestions for improvement? _____

15. Anything else you would like to tell us? _____

16. Would you like to be involved in an Advisory Body? - Yes No -

17. Would you like to tell us who you are? - Yes - No

18. Name _____

19. Phone _____

20. Email

21. _____

This content is neither created nor endorsed by Microsoft. The data you submit will be sent to the form owner.

