

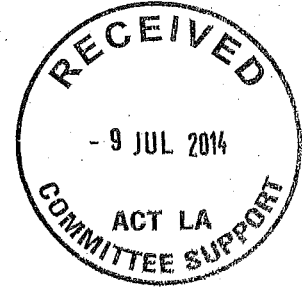
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**LEGISLATIVE ASSEMBLY  
FOR THE AUSTRALIAN CAPITAL TERRITORY**

**SELECT COMMITTEE ON ESTIMATES 2014-2015**

Brendan Smyth MLA (Chair), Mary Porter MLA (Deputy-Chair),  
Giulia Jones MLA, Yvette Berry MLA



**ANSWER TO QUESTION TAKEN ON NOTICE  
DURING PUBLIC HEARINGS**

CSD-No1-27-06-2014

Asked by Mrs Giulia Jones on 27 June 2014: Mr David Matthews took on notice the following question(s):

[Ref: Hansard Transcript 27 June 2014 [PAGE #1256-1257]]

In relation to: Output 3.1 page 14 Indicator: (d

Can you provide the Committee with a copy of the standardised survey form?

MINISTER BARR : The answer to the Member's question is as follows:-

A copy of the Community Services satisfaction survey is at Attachment A.

Approved for circulation to the Select Committee on Estimates 2014-2015

Signature: *Andrew Barr*

Date: 4.7.14

By the Minister for Community Services, Andrew Barr MLA

## Community Services Satisfaction survey 2014

The Community Services Directorate aims to provide the best possible service and support to our partners. This survey relates to your service funding agreement under the Community Services Program (CSP)

This survey is an opportunity for you to provide the Directorate with feedback on how well we work with you each year. This survey is not an opportunity for rating funding levels.

There is no requirement for you to include your name or address. Your responses to these questions will remain confidential. The Survey results are analysed by a Data and Research unit.

**1. Overall how satisfied or dissatisfied are you with the service and assistance provided to you by Community Development Services in relation to your Community Service Program service funding agreement over the past 12 months?**

Very Satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very Dissatisfied
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>

**2. Overall, do you think the service and assistance provided to you by the Directorate over the last 12 months was better, worse or about the same as in the previous 12 months? (Please tick one box)**

Better	About the same	Worse	Don't know
<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>

**3. Thinking about specific aspects of the service and assistance you have received from Community Development Services, please indicate how satisfied or dissatisfied you are with the following:**

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
Very Satisfied	Satisfied	Neither Satisfied nor dissatisfied	Somewhat dissatisfied	Very dissatisfied

The helpfulness of staff

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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The availability of clear information from Community Development Services about the things you need to know

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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How the Community Development Services takes your views into account in its policy and planning

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>
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**4. Are there any other comments you would like to make about the activities or performance of Community Development Services?**