



We are continually seeking ways to improve this service and ensure women have access to high quality supported accommodation. This feedback is reviewed regularly and changes are made accordingly, so we appreciate your input. Thank you!

YOU DO NOT HAVE TO PUT YOUR NAME ON THIS FORM

For all questions please tick all of the answer/s that represents your experience.

Q1. What was your experience of your first contact with Nova?

- Fair Appropriate Respectful
 Unfair Inappropriate Disrespectful

Comment.....
.....

Q2. Do you feel you have been given enough information to make informed decisions about your involvement with Nova?

- Yes No

Comment.....
.....

Q3. When communicating with Nova do you find it: -

- Easy Clear Respectful Helpful
 Difficult Confusing Disrespectful Unhelpful

Comment.....
.....

Q4. Has Nova been respectful of your cultural needs?

- Yes No

Comment.....
.....

Q8. If you were in Transitional Accommodation Do you have any complaints about any aspect of that experience with Nova for Women and Children?

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If you were in Interim Accommodation (refuge/crisis) did you feel you were given a comprehensive induction (shown around the accommodation, informed of emergency procedures and the services available to you)?

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Did you feel safe at the Interim Accommodation (refuge/crisis)?

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Was the Interim Accommodation clean?

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.....

Did you find the staff helpful?

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Did you feel that your children were supported?

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Q9. Do you have any complaints about any aspect of the support you have received from Nova?

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Thank you for filling in this evaluation. Please use the stamped, addressed envelope enclosed to return this form to Nova.

Nova for Women and Children PO Box 2080, DANGAR NSW 2309

Intake: 1800 769 654 **Newcastle t:** 4023 5620 **f:** 4023 5664

Westlakes t: 4950 8328 **f:** 4950 8636 **Eastlakes t:** 4971 4599 **f:** 4972 1939

For more information: visit www.novawomen.org.au or email nova@novawomen.org.au