

2024 – 2025 Client Survey

As we always wish to serve you as best we can, we ask that you take the time to share your feedback. This survey will take approximately 10 minutes. Your participation in our pursuit of excellence is sincerely appreciated! We look forward to sharing the result of our survey at our Client meeting in April

1. How would you rate Community Transport’s services?

	Extremely Highly	Highly	Usually, OK	Improvements Needed	Don’t Use
Individual Transport Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shopping Shuttle Service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Outings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. Are there **additional locations** you would like a Shopping Shuttle to visit?

- Yes, (Please List)
- No

3. What were your **favourite Social Outings** from the past year, and are there any **additional places** you would like to visit? (e.g., museums, gardens)

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4. If you don’t use our Shopping Shuttle Service or go on our Social Outings, is there a particular reason why?

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5. Do you believe our CHSP Client Contribution Fees for all our transport services are value for money? Please tick if Yes per service
- Yes, Individual Transport fees are value for money
 - Yes, Shopping Shuttle fees are value for money
 - Yes, Social Outing fees are value for money
 - No, because
 - Not applicable, I am a non-CHSP client (e.g., HCP or NDIS client)

6. What are your two favourite things about Community Transport? This could regard our services, our staff, our values, or anything else!

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7. If we could do one thing to improve your satisfaction with any of our Community Transport's services, what would that be?

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8. How likely would you be to recommend Hornsby Ku-ring-gai Community Transport to your family and friends?

Highly likely				Unlikely
5	4	3	2	1
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9. How would you rate your ability to use email as a form of communication?

Very competent				I struggle with it	I don't use it at all
5	4	3	2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How confident are you using the internet and navigating websites to access information?

Very confident				I struggle with it	I don't use it at all
5	4	3	2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How would you rate your technology competency with mobile phones?

Very competent				I struggle with it	I don't own one
5	4	3	2	1	0
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. If we developed a simple bookings app for a mobile phone, as an additional bookings option, would you use it?

- Yes
- Yes, but I would need some additional guidance on how to use it
- No

If you have anything else to add, please, we'd love to hear from you!

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13. *Optional - Your name and Your telephone number or email address

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*If you provide your name and contact details, we shall enter you into our Participation Draw - a Goodies Hamper valued at over \$50

Please RETURN your completed survey by Friday 28th February 2025, via:

- a Community Transport driver when taking a trip
- Post to: Community Transport, PO Box 698, Turrumurra NSW 2074
- Via our website link to complete the survey electronically