

Team Leader
Flagstaff HPI Program
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Date

Re: Flagstaff HPI Program – Service User Survey

Dear ,

The Flagstaff Housing Pathways Initiative Program is currently reviewing its services and policies. As part of the review, we are asking service users what they think about the program.

As you are a past client of the HPI program, we would like to hear your feedback about the program:

- what you thought of the general standard of service;
- what was useful to you and what wasn't;
- your suggestions for how the program could be improved.

We invite you to participate in our Service User Survey to provide your feedback. This involves a 20-30 minute interview conducted by an independent project worker. The surveys are completely anonymous. The enclosed leaflet contains more information about the surveys and interviews.

You will be paid \$25 for your time involved in completing the survey.

If you would like to participate in the survey, you will need to contact me **by Friday 29 September at the latest.**

You will need to phone me on (03) 9329 8547 or 0400 910 442 and provide your name and phone number. I will pass your details on to the interviewer. He will then phone you to arrange an interview time and location.

Please call me on the above numbers if you have any further questions.

Regards,

Team Leader
Flagstaff HPI Program