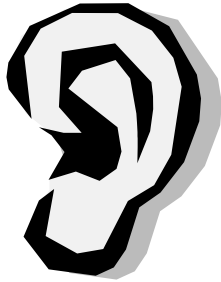


Flagstaff HPI – Service User Survey

We'd like to hear what you have to say!

The HPI Program is reviewing its services and policies. We are looking for feedback from current and past clients of the service.



Why?

- To find out what people think about the services we provide.
- To improve the program and what it can offer.

What are we interested in?

- Your views on the services provided by the HPI Program. What you like about the program and what you don't like.
- Your suggestions for how the program could be improved.

How can you be involved?

You can participate in our Service User Survey. This involves a 20-30 minute interview. Interviews will take place from late September through to mid October 2006.

Interviews will be conducted by an independent Salvation Army project worker who is not part of the HPI team. The project worker will ask you the survey questions and write down what you have to say.

Is it anonymous?

Yes, the surveys are completely anonymous. Your name is not recorded on the survey sheet. The HPI team will not be aware of who said what.

Your answers will not affect your place on the program in any way.

What happens to the information you provide?

The project worker will collate your comments with feedback from other service users and write a report. The report will discuss what the program does well and what could be improved. The report will be circulated to the HPI Team and management. Parts of the report may be used in funding applications or to publicise the work of the program.

Please let the project worker know if you would like a copy of the report.

What's in it for you?

- It's a chance to have your say about the program.
- You will be paid \$25 for your time involved in completing the survey.



What should you do if you want to be involved?

If you are a current HPI service user, let your HPI support worker know you are interested in being interviewed. Otherwise, contact the HPI Team Leader on (03) 9329 8547 or 0400 910 442, and let her know that you are interested.

HPI staff will pass on your name and phone number to the project worker. He will contact you to arrange an interview time and location.
