

Resident Exit Questionnaire

To help us provide a more effective service would you please take the time to answer the following questions about your stay at the refuge.

We welcome your comments and think it is important to find out what you thought about our service that we provide. If you have any ideas, comments, or suggestions please do not hesitate to include these. There is no need to put your name on this form unless you feel comfortable about doing so. Thank you for your input

1. Did you feel it easy to contact us? Y [] N []

Please explain

.....
.....
.....

2. Did you feel welcome when you arrived at the refuge? Y [] N []

Please explain

.....
.....
.....

3. Did you find the house adequate for your needs? Y [] N []

Please explain

.....
.....
.....

4. Were the kitchen, bathroom and laundry facilities adequate? Y [] N []

Please explain

.....
.....
.....

5. Did the refuge offer safety and security? Y [] N []

Please explain

.....
.....
.....

6. Did you feel your confidentiality was respected and maintained? Y [] N []

Please explain

.....
.....
.....



Resident Exit Questionnaire

7. Did you feel you were given respect and freedom to make your own decisions? Y [] N []

Please explain

.....
.....
.....

8. Did you get the emotional support you needed? Y [] N []

Please explain

.....
.....
.....

9. Were you given enough allocated time to talk about your needs and issues? Y [] N []

Please explain

.....
.....
.....

10. Were you clear about the role of the refuge worker? Y [] N []

Please explain

.....
.....
.....

11. Did you find the workers hours were adequate to meet your needs? Y [] N []

Please explain

.....
.....
.....

12. Was the mobile telephone satisfactory for contacting the workers out of hours? Y [] N []

Please explain

.....
.....
.....

13. Did your children feel welcome at the refuge? Y [] N []

Please explain

.....
.....
.....

14. Did you feel the children were offered enough support? Y [] N []

Please explain

.....
.....
.....



Resident Exit Questionnaire

15. Were you satisfied with child support services offered?

Y [] N []

Please explain

.....
.....
.....

16. Were you offered time out from your children?

Y [] N []

Were you satisfied with this?

Y [] N []

Please explain

.....
.....
.....

17. Did you get ideas (if wanted) on ways to improve your relationship with your children?

Y [] N []

Please explain

.....
.....
.....

18. Were you given information on other childcare services outside the refuge?

Y [] N []

Were you satisfied with this?

Y [] N []

Please explain

.....
.....
.....

(When this form is completed please slide under the office door, Thank you)