

Community Health First – Client Survey

Frequently Asked Questions

Who is Community Health First?

Community Health First unites all 22 of Victoria's registered, independent community health services with one shared goal – improving the health, wellbeing and quality of life for all Victorians.

What is the Client Survey?

Community Health First is giving you the chance to share your thoughts on the support you receive from your local community health organisation. Your answers will help us understand the difference community health is making in helping to keep you healthy and well.

The survey is anonymous and will take about 5 minutes to complete.

Who should complete this survey?

This survey is for clients of independent, registered community health services.

If you are a carer and the person you care for is unable to complete the survey themselves, you are welcome to assist them or complete it on their behalf.

Why should I complete the survey?

Your feedback helps us understand the impact of our work in the community and across the state of Victoria. It also guides us in improving the way we deliver services.

How will you use my answers?

Your answers will be combined with others from across Victoria to build a picture of our collective impact. This helps us share what is working and identify areas for improvement.

Is my response confidential?

Yes. All responses are confidential, and your health care provider will not see your individual responses.



If you choose to enter the draw, we will ask for your first name and contact number. This information will be stored separately and deleted once the draw is complete.

Who can I contact if I have questions about the survey?

If you have questions, please email communityhealthfirstau@gmail.com

What if I have a concern or want to give feedback?

You can email communityhealthfirstau@gmail.com or speak to a staff member where the survey is being promoted.

Consent

By completing this survey, you are consenting for Community Health First to use your responses. Participation is voluntary, and you can withdraw at any time by closing the survey window. This will not affect your current or future care.

Privacy

We collect and manage information in accordance with our [privacy policy](#).

Where will the results be used?

Survey results will help us better understand our services and may be included in publications such as our Impact Report or Annual Reports.