



**DIGNITY**  
Respectful  
and listens

**DIVERSITY**  
Tailored for diverse  
backgrounds, abilities,  
life experiences

**ACCESS**  
A range of ways  
for people to  
communicate

**PARTICIPATION**  
Seeks and acts  
on customer  
feedback

**HOW  
ARE WE  
DOING  
?**

**AGE FRIENDLY CUSTOMER SERVICES WEEK**

**Please take a moment to answer these questions by circling the relevant answer.**

Name of Organisation you have visited \_\_\_\_\_

Your Age Group **50-59** / **60-69** / **70-79** / **80-89** / **90+**

Your Gender **MALE** / **FEMALE** / **OTHER**

1. Overall how age friendly were the services you received today?

**NOT AT ALL** / **SOMEWHAT** / **NEUTRAL** / **GOOD** / **EXCELLENT**

2. Please tell us why in less than 15 words \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. Were your individual needs met? (e.g language support, cultural understanding) **YES** / **NO**

4. Was it easy to access the support or services you need? **YES** / **NO** / **Not Applicable**

5. Did we treat you with respect and listen? **YES** / **NO**

6. Do you know the process for providing feedback to improve these services? **YES** / **NO**

Visit [www.sahealth.sa.gov.au/officeforageingwell](http://www.sahealth.sa.gov.au/officeforageingwell)



Government of South Australia