

## Standards Monitoring Unit – Service Provider Feedback

Service:  
 Contact Person:  
 Phone:

### Monitoring Process Feedback

Question	Rating Scale					Comments
	Strongly Agree	Agree	Not Sure	Disagree	Strongly Disagree	
The notification correspondence is clear and easy to understand?						
The service provider profile is clear and easy to complete?						
The <i>Preparation Information for CSOs</i> booklet is clear and easy to understand?						
The <i>Information for Carers</i> is clear and easy to understand?						
The correspondence accompanying the final report is clear and easy to understand?						
The final report is an accurate reflection of your service?						
The monitoring report will assist the service to improve services?						
The exit interview was a valuable opportunity for the service to provide and clarify information?						
Please include any other comments that you would like to make including suggestions to enhance the monitoring process:						

Please return to: Manager, Standards Monitoring Unit, Department of Communities  
 Address: PO Box 6334, EAST PERTH WA 6892 or Email: [SMU@communities.wa.gov.au](mailto:SMU@communities.wa.gov.au)

## Standards Monitoring Unit – Service Provider Feedback

### Monitor's Performance

#### Monitor:

*If there are two monitors please complete one sheet per monitor*

Question	Rating Scale Yes or No	Comments
Did the monitor explain the monitoring process?		
Was the monitor easy to contact?		
Did the monitor honour any commitments that he/she gave?		
Did the monitor adhere to the methodology described in the <i>Preparation Information for CSOs</i> booklet?		
Did the monitor explain the reasons for the findings of the report?		
Did the monitor act in a professional manner?		
Did the monitor treat the staff with dignity and respect?		
Did you receive any complaints about the monitor?		
Please include any additional comments you would like to make.		

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