



Lilier Lodge Guest Feedback Form

Thank you for staying with us at Lilier Lodge. Feedback from our guests and clients is vital for our continual improvement.

Please take a few minutes to complete our survey and we thank you in advance for your time.

Was this your first stay? Yes No

How long did you stay? Weeks Days

Please rate the following questions from 1-5, with 1 being 'very poor' and 5 being 'very good'

How would you rate your overall stay? 1 2 3 4 5

How would you rate the delivery of information regarding IPTASS eligibility, costs and payment options? 1 2 3 4 5

How would you rate the comfort and cleanliness of your room? 1 2 3 4 5

How would you rate the facilities and cleanliness of the communal areas? 1 2 3 4 5

How would you rate the opportunity to join the social activities provided? 1 2 3 4 5

How would you rate accessibility to your accommodation after hours? 1 2 3 4 5

How would you rate staff courtesy and helpfulness? 1 2 3 4 5

How would you rate speed of staff response to your requests? 1 2 3 4 5

Where did you receive most information regarding Lilier Lodge? *(please circle)*

Local GP	Specialist	Riverina Cancer Council Centre	Can Assist Branch	Can Assist Web Site	Aboriginal Medical Service
Social Worker	Wagga Rural Referral Hospital	Calvary hospital	Lilier Lodge	Family or Friends	Other

Please add any suggestions or comments for improvement below

Name: _____ Email: _____
Address: _____ Phone: _____

Thank you for completing this survey and staying with us, please drop at reception.