

We greatly appreciate your participation in this survey. Your feedback is crucial for enhancing the Home Visiting Programme and better-serving families like yours. Please take a few moments to complete this survey.

PFL Number: _____

Date: _____

Section One: Demographics

About You

What is your age range?

18-24	☐	25-34	☐	35-44	☐
45-54	☐	55-64	☐	65+	☐

What is your relationship to child?

Parent	☐	
Guardian	☐	
Other	☐	Please specify: _____

How long have you been engaged in the PFL Home Visiting Programme?

1 month or less	☐
Between 1 and 3 months	☐
Between 3 and 6 months	☐
Between 6 and 12 months	☐
Between 1 year and 2 years	☐
More than 2 years	☐



Section Two: Specific Aspects of the Programme Delivery

Thinking about **specific aspects of the programme delivery** you have had with PFL Home Visiting, please indicate how much you agree with the following statements:

Programme Delivery	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I am satisfied with how regular my home visits are (frequency)					
I am satisfied with how long my home visits are (duration)					
I am satisfied with the quality of the information provided e.g. tipsheets, additional information					
I am satisfied with the support I receive around my child's development					

Comments:

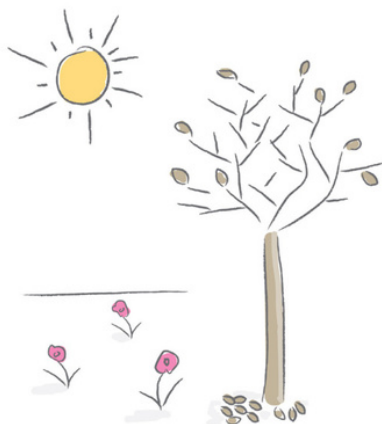


Section Three: Overall Contact and Responsiveness

Thinking about any **overall contact** you had with PFL Home Visiting, please indicate how much you agree with the following statements:

Overall Contact	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I felt respected by staff					
I believed I could speak openly					
I felt listened to					
I know how to make a complaint if I need to					
I felt someone was available if I needed to contact them					
The programme is responsive to/has responded to my own and my family's needs					
The person whom I met was competent and knowledgeable					

Comments:



Section Four: Overall Satisfaction

Satisfaction	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
The PFL Home Visiting Service met my needs					
The PFL Home Visiting Service helped me					
I would come back to PFL Home Visiting Service if I needed support in the future					
I would recommend the PFL Home Visiting Service to a friend or family member					
	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Strongly Dissatisfied
Overall, in a general sense, how satisfied are you with the support you have received in the PFL Home Visiting Service					

Comments:

Section Five: Your stories

We would like to hear about your time with PFL and what has been your experiences, including what may have been meaningful or important to you or not.

1. Looking back on your experience, was there a moment that felt especially meaningful or memorable?

What made that moment stand out to you?

2. What aspects of the experience felt most positive or enjoyable for you?

Was there something that surprised you or exceeded your expectations?

3. Were there any parts of the experience that felt less helpful or that didn't sit right with you?

What might have made them feel different?

4. In what ways, if any, has this experience impacted you or your family?

Have you noticed any changes—big or small—in your daily life or relationships?

5. If you could shape or improve any part of the experience, what would you change or build on?

What might make it even more meaningful or effective for others?

6. Are there any services, supports, or resources that you wish had been available to you?

What would make you feel even more supported?

7. Is there anything else you'd like to share—perhaps something we haven't asked about but feels important to you?

Your insights are valuable.

Thank you for your time and feedback!