

Service Standards Questionnaire

The answers to this Questionnaire will be used to improve XXXXX service's

1. Please tick the answer that is correct for you

1.1 I could access XXX services when I needed to

Strongly Agree Agree Disagree Strongly Disagree

I felt comfortable to approach XXX..... Yes No

I was aware of XXX and the services they offer prior to registering.... Yes No

1.2 XXX staff listened to my needs and acted on them appropriately

Strongly Agree Agree Disagree Strongly Disagree

XXX assist in creating employment goals to meet my needs..... Yes No

XXX created employment opportunities to meet my needs..... Yes No

1.3 XXX allow me to have a say about my own employment

Strongly Agree Agree Disagree Strongly Disagree

XXX staff acted on decisions that I made about my employment..... Yes No

XXX keeps me informed of my service options and changes to my benefits. Yes No

1.4 XXX keeps my information private

Strongly Agree Agree Disagree Strongly Disagree

XXX staff clearly explained the terms privacy and informed consent..... Yes No

I am able to use private consulting rooms when seeing staff at XXX..... Yes No

1.5 XXX staff encourages me to take part in the community

Strongly Agree Agree Disagree Strongly Disagree

XXX staff encourage me to be socially active in workplaces..... Yes No

Since registering at XXXI have been more involved in the community... Yes No

1.6 XXX staff reinforce my right to be respected by the community

Strongly Agree Agree Disagree Strongly Disagree

XXX staff encourage me to believe that I can take on valued roles..... Yes No

I feel valued and respected by XXX staff..... Yes No

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1.7 XXX listens to and supports me with any issues I may have with their service

Strongly Agree Agree Disagree Strongly Disagree

I am encouraged to raise any complaints/feedback I may have about XXX..... Yes No

I am never fearful or uneasy about making a complaint/feedback about XXX. Yes No

1.8 XXX is a well run organisation

Strongly Agree Agree Disagree Strongly Disagree

I feel that XXX and its processes are well organised..... Yes No

I found XXX's forms and documents easy to understand..... Yes No

1.9 XXX protects my rights at work

Strongly Agree Agree Disagree Strongly Disagree N/A – Go to Quest. 1.10

I receive appropriate workplace conditions and wages..... Yes No

XXX offers any support required to assist and maintain my job..... Yes No

1.10 XXX assists me with the training and skills required to find or keep a job

Strongly Agree Agree Disagree Strongly Disagree

I was offered enrolment in training and/or education courses by XXX..... Yes No

I was offered work placements and trials by XXX..... Yes No

1.11 XXX has helpful staff

Strongly Agree Agree Disagree Strongly Disagree

I have an understanding and supportive case manager..... Yes No

I can communicate easily with my case manager..... Yes No

1.12 XXX assists me to feel safe and respected

Strongly Agree Agree Disagree Strongly Disagree

XXX staff assist me when I am having employment or personal issues... Yes No

XXX staff assist me in understanding my rights at the workplace..... Yes No

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The answers to this Questionnaire will be used to improve XXX client services

2. Please tick the answer that is correct for you and specify your answers when required

2.1 In what ways are you most happy with how XXX has serviced you?

- 1.
- 2.
- 3.

2.2 In what ways could XXX improve their services?

- 1.
- 2.
- 3.

2.3 Overall how would you rate XXX services?

- Very high High Average Low Very low

2.4 Do you have any other comments to make about XXX and their services?

- No Yes, please specify.....
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Thank you very much for taking the time to complete this questionnaire.
Your responses are important to us.