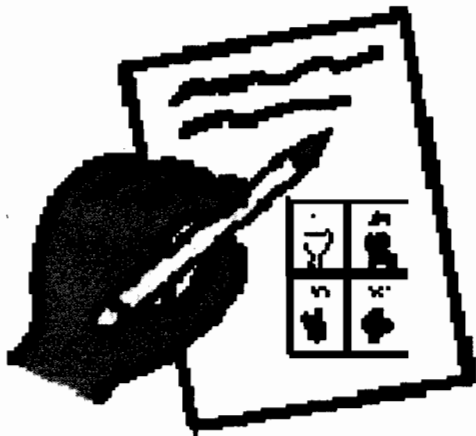


Consumer Feedback Form



Consumer Feedback Form



Help us Help you!



is conducting an annual survey of our clients to ensure that we can provide you with a good service.

Please send your feedback by _____
_____ in the enclosed envelope to:

An electronic copy is available on request
from _____ or by
phoning _____

Your help in filling in this feedback form would
be greatly appreciated

Access to Services

- * **Being able to ask for help. Services being there for the people who need them the most and making sure that people get the services they need.**

Getting the help that you need

I need help

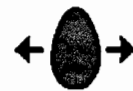


Have the staff helped you to access services you need?

YES



NO



Are you happy with the cost of the services that we provide?

YES



NO



Client
Information
Folder

Have you been given a Client Information Folder and brochure?

YES



NO



Planning and Individuals Needs

Getting help to make a plan and getting help to do the thing you really want to do and need. Having staff help you .

Having a plan the supports you

Have you been given a copy of your support plan?

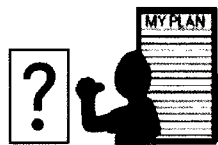
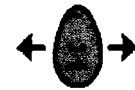


Support Plan

YES



NO



Would you like to change your current plan?

YES



NO



staff person

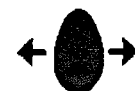


Are you happy with the staff who work with you?

YES



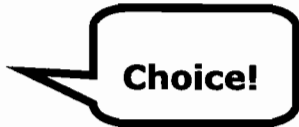
NO



Decision Making and Choice

Everyone using our services being able to make their own minds up as to what they want to do. Everyone being able to have a say about what services they receive.

Making your own choices and decisions



Are you happy that staff give you choices?

YES  NO 

a member on the committee



Do you know about our Committees?

YES  NO 



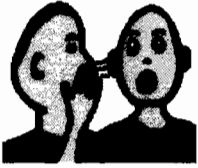
Would you like to join any of our Committees?

YES  NO 

Privacy and confidentiality

Everyone having the right to say things in confidence and have information about them kept private and confidential.

Keeping things private



Do you think that we keeps your information private?

YES  NO 

locked cupboard



Do you think you information is kept safely ?

YES  NO 

staff person



Do you think that staff keep what you say to them private?

YES  NO 

Being involved in the community

Being able to participate in the community. Having us help you to do the things you would like to do in the community.

Out and about in the community

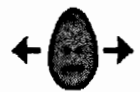
Are you happy with the activities that we support you in?

Activities

YES



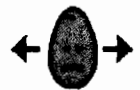
NO



YES



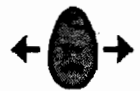
NO



YES



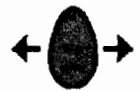
NO



YES



NO



YES



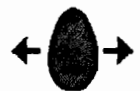
NO



YES



NO

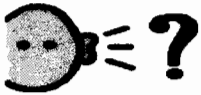


Being Valued and having your say

Everyone having the right to be treated with respect and to be listened to.

Being Listened to and heard

hear



Do staff listen when you tell them things?

YES  NO 

I want to have a say



Do you feel that you can tell staff what you want to do and have?

YES  NO 

Public Advocate



Do you know that you can ask an advocate or community visitor to help you?

YES  NO 

Complaints and Disputes

Everyone has the right to make a complaint and to have that complaint listened to and fixed.

Making a Complaint



Have you been given a copy of the complaints brochure?

YES  NO 

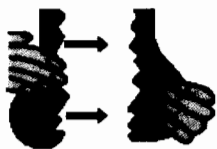
I have a problem



Do staff listen and help you when you are not happy with our service?

YES  NO 

fix it up



Do you think that staff help you to fix your problems quickly?

YES  NO 

Service Management

Providing the best service to you and using the money that we receive to help you do the things you would like.

How our service works



Is it easy to contact us when you need to?

YES  NO 

help you



Are you happy with the service you are getting?

YES  NO 



Do you get a copy of our Newsletter?

YES  NO 

Freedom from Neglect and Abuse

Everyone has the right to feel safe and not to be abused or neglected.

Being Safe

Do you feel safe when you are with our staff?



YES



NO



Do you think staff help you when you feel unsafe?



YES



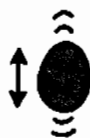
NO



Do you feel safe when you travel with our staff?



YES



NO

