

XXXX (Logo)

XXXX QUESTIONNAIRE
FOR THE PEOPLE WE SUPPORT

Please answer every question below and feel free to add your comments in the comment section.

Your thoughts and answers are extremely important to us in order to improve XXXX service to you. All answers will be kept strictly confidential.

Name: (OPTIONAL)

XXXX (please tick the box of which one refers to you; this may be more than one):

Day Programs

Community Based Programs

Respite

Employment

Question 1:

Standard 1 - Service Access



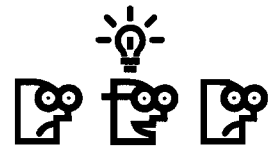
This standard is about:

Making sure that people get into the service they need

1/1 Did you have any problems getting into XXX?	Yes	No	Not Sure
Comment:			

1/2 Have you received all the information you need about XXX?	Yes	No	Not Sure
Comment:			

1/3 Do you know anything about the new Disability Act 2006?	Yes	No	Not Sure
Comment:			



Question 2:

Standard 2 - Individual Needs

This standard is about:

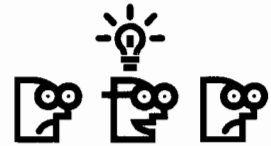
Everyone who uses the service getting help from the staff to do the things they really want and need

2/1	Do staff ask you what you want and need from the service?	Yes	No	Sometimes	Not sure
Comment:					

2/2	Do staff know what you like and what you don't like?	Yes	No	Sometimes	Not Sure
Comment:					

2/3	Do staff let you choose what you want to do?	Yes	No	Sometimes	Not sure
Comment:					

Question 2: cont...



Standard 2 - Individual Needs

This standard is about:

Everyone who uses the service getting help from the staff to do the things they really want and need

2/4 Do staff take the time to listen to what you say?	Yes	No	Sometimes	Not sure
Comment:				

2/5 Do you have a Support Plan?	Yes	No	Not Sure
Comment:			

2/6 Are you happy with what is in the Support Plan?	Yes	No	Not Sure
Comment:			

2/7 Were you involved in the development of your Support Plan?	Yes	No	Not Sure
Comment:			

Question 3:

Standard 3 - Decision Making and Choice



This standard is about:

Everyone using the service being able to have a say about the things they want, how the service is run and having the staff and management listen

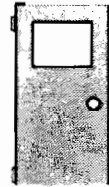
3/1 Do staff keep you informed about what is happening at XXX and any changes with programs and services?	Yes	No	Sometimes	Not sure
Comment:				

3/2 Do you have a say about what you do at XXX?	Yes	No	Sometimes	Not sure
Comment:				

3/3 Have you been told about:	Yes	No	Not sure
a) Your rights?			
b) Your responsibilities?			
c) How to say if you have a problem or just want to talk?			
d) Would you like to have a bigger say in what happens at XXX?			

Question 4:

Standard 4 - Privacy, Dignity and Confidentiality



This standard is about:

Everyone using the service, having the right to being treated with respect, and the staff and management keeping information private

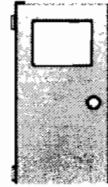
4/1 Do staff keep information about you confidential?	Yes	No	Not sure
Comment:			

4/2 Are there times when you feel staff do not respect your privacy?	Yes	No	Not sure
Comment:			

4/3 Do you like the way staff treat you?	Yes	No	Sometimes	Not sure
Comment:				

Question 4 Continued...

Standard 4 - Privacy, Dignity and Confidentiality



This standard is about:

Everyone using the service, having the right to being treated with respect, and the staff and management keeping information private

4/4 What DO you like about the way staff treat you?
Comment:

4/5 What DON'T you like about the way staff treat you?
Comment:

4/6 Do you believe your dignity is respected?	Yes	No	Sometimes	Not sure
Comment:				

Question 5:

Standard 5 - Participation and Integration



This standard is about:

The service helping everyone using the service to go into the community, meet other people and do the same things that others do

5/1 Do you get the support you need to participate in the community?	Yes	No	Sometimes	Not sure
Comment:				

5/2 Do you go to places outside of XXX?	Yes	No	Sometimes	Not sure
Comment:				

5/3 Would you like to go out more to other places?	Yes	No	Sometimes	Not sure
Comment:				



Question 6:

Standard 6 - Valued Status

This standard is about:

Staff and management helping everyone use the service to learn the same skills and do the same things that other people do in the community

6/1 Does XXX recognise your abilities?	Yes	No	Sometimes	Not sure
Comment:				

6/2 Do the activities you participate in make you feel good about yourself?	Yes	No	Sometimes	Not sure
Comment:				

6/3 While being a part of XXX have you had the chance to learn new skills?	Yes	No	Not sure
Comment:			

Question 6: cont...

Standard 6 - Valued Status



This standard is about:

Staff and management helping everyone use the service to learn the same skills and do the same things that other people do in the community

6/4 Would you like to learn more new skills?	Yes	No	Not sure
Comment:			

6/5 Does XXX do enough to promote you and the other clients positively within the community?	Yes	No	Sometimes	Not sure
Comment:				

Question 7:

Standard 7 - Complaints and Disputes



This standard is about:

Everyone who uses the service having the right to speak about any problems, and staff and management listening and sorting out the problems

7/1 Do you know how to make a complaint?	Yes	No	Not sure
Comment:			

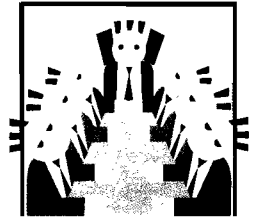
7/2 Do you know who you make your complaint to?	Yes	No	Not sure
Comment:			

7/3 Do you think if you made a complaint XXX would take it seriously and act on it?	Yes	No	Not sure
Comment:			

7/4 Do you know how to get help if you make a complaint?	Yes	No	Not sure
Comment:			

Question 8:

Standard 8 - Service Management



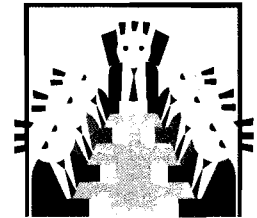
This standard is about:

The people who run the service making sure that everything the staff do, and the money they spend, helps everyone using the service as much as possible

8/1 Do you feel the staff at XXX understand your needs?	Yes	No	Not sure
Comment:			

8/2 Do you feel the staff at XXX are skilled in their job?	Yes	No	Not sure
Comment:			

Question 8 Continued...

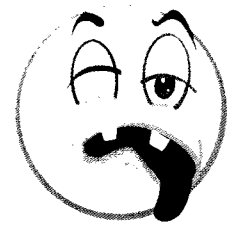


Standard 8 - Service Management

Each service provider adopts sound management practices which maximise outcomes for clients

8/3 Do you feel staff could be assisted with further training?	Yes	No
If YES, what training?		

8/4 Physical access:	Excellent	Good	Average	Fair	Bad
a) How easy do you find it getting to your XXX Program?					
b) How easy is it for you to get around the Centre?					
c) How easy is it for you to get around the Workplace?					
d) How easy is it for you to get around XXX?					



Question 9:

Standard 9 - Freedom from Abuse and Neglect

This standard is about:

Everyone who uses the service always being safe and well cared for by the staff and management

Note: These answers will not be seen by staff of XXX; so we encourage you to speak up, so that any issues can be acted upon if you so wish

9/1 Have you ever experienced any form of abuse or neglect while you have been at XXX	Yes	No
Comment:		
a) physically		
b) verbally		
c) sexually		
d) emotionally		
If yes, Do you want this matter investigated further?		

9/2 Have you ever been treated in a way that you do not like?	Yes	No
Comment:		

If there are further issues you would like to discuss that have not been listed in this questionnaire please make a note in the space below.

**This questionnaire was completed by:
(Please tick one)**

This questionnaire was completed by:	Please tick one (√)
Person we support	
Person we support with independent assistance	
Person we support and parent(s)/carer(s)	
Parent(s)/carer(s)	

Location	Please tick one (√)
Home	
XXX	
Other	