

XXX Day Programs Carer Feedback Survey

To provide the option for anonymous feedback on our service - please return this survey in the self addressed envelope provided by XXX

“People with disability do not experience difficulty in gaining access to services and supports.”

- How did you find out about this service? When you first applied to use this service, did you have any problems with getting into this service? If yes, what were these?

- When you first thought about using this service, what information were you given? What were you told to expect from the service? What would you do if the service says you can't use it any more?

- What would you do if you no longer wished to use this service?

“People with disability are supported to experience outcomes that are valued by the broader community”

- How does this service help you to move around your community?

- What programs do you participate in that are NOT at the XXX?

“Individual goals, needs and outcomes are identified, addressed, supported and achieved”

- Do you have any special needs? How do staff at this service show you that they understand the needs and help you?

- How does this service help your plans for the future and what you need? Do you have a support plan for this service? What does it say? Do you have a copy of this plan?

- How often do you meet with staff to talk about the services and supports that you access?

- What would you do if you needed to change the way this service supports your options?

“Rights and Responsibilities are recognised, promoted and protected”

- What are some of your rights and responsibilities at this service? How does this service provider inform you of your rights and responsibilities?

- What are human rights? What do these rights mean to you? Does this service protect your rights?

- Do staff here keep information about you private? Are there any things that you would like to be kept more private?

- What personal information does this service have about you? Why do they have this information? What happens with the information? Do you get asked for permission to share you information with other people and, if so, how do they ask you? What would you do if you don't want to share the information with someone?

“Support users make decisions, choices and exercise maximum control over their lives”

- How do you make decisions about what you do in the service? How do you choose the activities you participate in?

- Are there parts of your life that you would like to make more decisions about? How could this service help you do that?

- Do you have any say in who your keyworkers are?

- Would you like more choices in your life? What things would you like to make choices about?

- How does this service ask you about any changes they make?

“Personal, cultural, communication and health and wellbeing needs and preferences are addressed”

- How does this service find out about the things that are important to you, for example, your cultural background, religion, how you want to dress or the language you want to speak? Do staff here help you to do these things?

- How does this service respect and support your identity, food, language, clothing, prayer and worship needs?

- Do you use or need any specific help to give and receive information so that people understand you? How could this service help you do this?

“Opportunities and support provided to learn new skills”

- What are the things that you are good at? How often do you get to do these things? How does this service help you do these things?

- What new things would you like to learn? How could this service help you learn these things?

- Has anyone at this service ever asked you for your help? What do you think you could do to help other people?

- How does this service provider highlight the good points about people with disability?

“Support users are treated with dignity and respect, including having private space, and private time and privacy regarding personal communications and activities”

- How do staff here talk to you and refer to you? Do you think that the staff here treat you with courtesy and respect?

- How do staff here help you with personal needs? Do you think you feel safe and comfortable when staff help with things that are personal or private?

- What do you like about how staff here treat you?
What don't you like?

- What is privacy? How does this service help you understand about privacy?

- Do staff here respect your privacy? Are there times when you do not get the privacy you would like? What would help you get the privacy you need?

“Opportunities and support are provided to participate in community activities, such as sports and recreation activities, and arts, cultural and heritage events”

- What activities do you join in now? Where do you do these activities?

- What hobbies or interests do you have? Do you play a particular sport? How does this service help you to do these things? Where do you do these things?

- What types of groups or organisations are in your community? Do you belong to any of these groups?

- What types of things would you like to do in your community?

“Opportunities and support are provided to use community facilities, such as public transport, shops, restaurants, recreation facilities, banks, health services, places of worship, libraries, parks and natural spaces”

- What sort of services, buildings, place of interest are in your area? How does this service help you visit and use these places?

- What sort of services would you like to use in the community?

“Support users actively participate in the planning, monitoring and review of services and supports”

- How do you have a say about how this service is run and suggest improvements? How does this service support you to do that?

- Have you ever been involved in any of this service's committees or decision making groups? Have you ever interviewed for new support workers? Have you ever been involved in staff training? How could this service help you to do these things?

- What policies and procedures does this service have? How do staff here help you to understand these policies and procedures?

- Where does this service get its money from? What is this money for?

- How does this service teach you about the standards?

“Support users are free from abuse and neglect”

- Does anyone at this service treat you in a way that you do not like?

- Has anyone at this service ever yelled at you, hurt you or made you feel scared? What happened? What did other people around you do when this happened? Who did you tell and what happened when they were told?

- Are there times when you do not feel safe at this service? What do you do when they feel this way?

- What would you do if you saw someone else being hurt or threatened whilst attending this service?

- What would you do if you felt sick or unwell?

“Support users and family members have complaints and grievances responded to and resolved in a manner that does not adversely affect them”

- What would you do if you have a problem with this service or staff?

- If you needed help to make a complaint, who could give you that support and how would you get that help?

- Have you ever made a complaint about this service? Explain what happened. Was it sorted out? How long did it take for this service to sort out your complaint? Were you happy with the way it was handled?

“Support users and family members are supported to access advocacy or other independent supports”

- What is advocacy? What information has this service provided to you about advocacy services? Did you understand this information?

- Do you have someone who helps you speak up for you? Do you have someone who helps you make decisions? Would you like to have someone like this?

- Have you ever used an advocacy service to help you with things at this service? How did you go about getting their help? How did the service provider treat you when you got help from the advocacy service?

“Support users and their family members are satisfied with the quality of the service, including:

- Decisions that affect them
- Staff support
- Opportunities provided
- Participation in, and outcomes of, the planning process
- Safety, consistency and reliability”

- How well do you think staff here know you and your needs?

- Do you like the staff here? Do you get a say in who your support worker is? What do you do if you are not happy with a support worker?

- What do you think about the way this service makes decisions that affect you? How does this service involve you in the decisions that it makes?

- What do you think about the space that this service provides? Is it clean and tidy? Is it safe? Does it have enough light and fresh air?

- What do you think about the equipment, furniture and transport the service has?

- Do you feel happy to come here? If not, why not?
