

The Introductory Questions

1. What are some of the things you like best about the centre?

2. What are some of the things you don't like about the centre?

3. Do you know what the centre is supposed to do for you? Tell me what you think *(if people are unclear, briefly describe the centre's purpose – to provide recreation and leisure activities, get out and about, learn how to do things for yourself)*

4. How has this service helped you make your life better or helped you do what you want to do?

5. Tell me what the centre does for you?

Standard 1 – Service Access

This is about:

Services being there for the people who need them most.

Questions

1.1 How did you find out about the centre?

1.2 Did you find it easy to first come to the centre?

1.3 How did you find out about program times, fees, holidays, etc?

1.4 Could you have been told more about coming to the centre?

Standard 3 – Decision Making and Choice

This is about:

Committee and staff listening to what you say about the things you want and how the centre is run.

Questions:

3.1 Who makes the decisions about running the centre?

3.2 What day-to-day things do you decided about?

(For example: what you wear, what you eat, who you spend time with, what you do with your spare time, what you will do with your day)

3.3 If there is something you do not make decisions about, what stops you from making the decisions?

3.4 How do you get to have a say about what happens in this service?

3.5 How do people tell you about what is going on in this service?

3.6 Have you been given information about the centre, your rights/responsibilities and how you can speak up about problems you have in this service? And did you understand the information?

3.7 Would you like to have more of a say?

3.8 How could this be done?

Standard 4 – Privacy, Dignity and Confidentiality

This is about:

The service keeping information about you private and treating you with respect.

Questions:

4.1 Do staff treat you with courtesy and respect?

(In general, in how they talk to you, in how they assist with your personal needs)

Always

Sometimes

Never

4.2 What do you like about how staff treat you in this service?

What don't you like about how staff treat you in this service?

(in general, in how they talk to you, in how they assist with your personal needs)

4.3 Do staff respect your privacy?

What are examples of where you do not get the privacy you would like?

4.4 Is there anything that would help you get the privacy you need?

4.5 Do the staff in this service keep information about you private?

4.6 Are there any things that you think should be kept more private?

4.7 Where is your personal file kept?

Standard 5 – Participation and Integration

This is about:

The service helping you to get out and about in your local community and do the same things as other people.

Questions:

5.1 What kinds of things does the centre support you to do in the community?

5.2 Do you get to do this enough?

Standard 6 – Valued Status

This is about:

Services treating you as an adult and giving you help to do other things people do.

Questions:

6.1 Does the centre help you learn new things?

Talk about this.

What new things would you like to learn?

6.2 Are you involved in committee meetings or member meetings?

Talk about this.

Would you like to have more meetings – with who?

6.3 What do you think other people think about the centre?

6.4 What else can the centre do to let the community know all the things people with a disability can do?

Standard 7 – Complaints and Disputes

This is about:

Staff and managers listening to you and trying to sort out any problems you have with the centre or staff.

Questions:

7.1 Do you know how to make a complaint if you have a problem with the centre of staff? Explain what you would do?

**7.2 If you had a complaint about the centre who could fix it for you?
Inside the centre?
Outside the centre?**

**7.3 If you need support to make a complaint who could give you that support?
Inside the centre?
Outside the centre?**

7.4 If you need an advocate could you get in touch with one when you wanted?

7.5 If yes, give me some examples of how you would do this.

7.6 If you have made complaints explain what happened.

Standard 8 – Service Management

This is about:

Services running well and spending as much money as possible on helping people.

Questions:

8.1 How well do you think staff know about your needs and your disability?

8.2 How well do you think staff know their job?

8.3 If there are more things staff should know about their jobs what are they?

8.4 Do you feel safe and secure in this service?

Standard 9 – Freedom from Abuse and Neglect

This is about:

Being safe and well cared for by staff of the service

Questions:

9.1 Do you feel like the staff at this service care about what happens to you?

Always

Sometimes

Never

9.2 Do the staff here ever treat you in a way that you do not like?

Tell me about this?

9.3 Do staff here ever yell at you or hurt you?

Tell me about this?

Always

Sometimes

Never

9.4 If you have been hurt or are unwell do you know who to go to?
