

**Home  
and  
Community Care  
Consumer Survey**

**(Version used in pilot telephone interviews)**

**(DRAFT JANUARY 1997)**

# Consumer Interview

## Introduction

The following questions are about the services and assistance you have been receiving from your local home and community care agency. (HACC)

It is important that all government agencies providing assistance of this type receive some kind of feedback on their services. The federal and state governments also need to know that the quality of service you are receiving is of an acceptable level.

Your response to this questionnaire is entirely voluntary. If there are any questions you do not feel comfortable answering please feel free to not reply to the question. If you would like to discuss any of your replies in further detail please note the "further comments" section on the final page of this document. Your replies to the survey questions will be completely confidential. Furthermore, the agency will only receive statistical feedback from us, no individual will be identified.

Thank you for your time

The name of the agency you receive services from is:

.....

## Section 1: Provision of Services

**1 Did someone from the agency discuss your needs with you before they began providing services?**

- Yes..... <sub>1</sub> .....GO TO Q1b
- Unsure..... <sub>2</sub> .....GO TO Q2
- No..... <sub>3</sub> .....GO TO Q2

**1b Did the agency take into account all the things you and your carer might need help with?**

- Yes..... <sub>1</sub> .....GO TO Q2
- Mostly..... <sub>2</sub> .....GO TO Q2
- Can't remember..... <sub>3</sub> .....GO TO Q2
- No..... <sub>4</sub> .....GO TO Q2

**2 Do you receive more than one service from the agency?**

- Yes..... <sub>1</sub> .....GO TO Q2b
- No..... <sub>2</sub> .....GO TO Q3

**2b** Are the services provided in a coordinated fashion?

Yes..... <sub>1</sub> .....GO TO Q3

Partly..... <sub>2</sub> .....GO TO Q3

No..... <sub>3</sub> .....GO TO Q3

**3** What type of assistance do you receive from the agency?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**4** How would you rate the agency in providing information about ALL of their services?

Very Good..... <sub>1</sub> .....GO TO Q5

Good..... <sub>2</sub> .....GO TO Q5

Fair..... <sub>3</sub> .....GO TO Q5

Poor..... <sub>4</sub> .....GO TO Q5

Unsure..... <sub>5</sub> .....GO TO Q5

**5 Did the agency make a clear agreement with you about the services they would provide to you?**

- Yes, in written form.....  <sub>1</sub> .....GO TO Q5b
- Yes, verbally.....  <sub>2</sub> .....GO TO Q5b
- I had a general idea.....  <sub>3</sub> .....GO TO Q6
- Can't remember.....  <sub>4</sub> .....GO TO Q6
- Not really.....  <sub>5</sub> .....GO TO Q5d

**5b Did they tell you which services, how often you would get them and for how long?**

- Yes.....  <sub>1</sub> .....GO TO Q5c
- Some of this information.....  <sub>2</sub> .....GO TO Q5c
- No, none of this information...  <sub>3</sub> .....GO TO Q5c

**5c Did you agree with what they proposed?**

- Yes.....  <sub>1</sub> .....GO TO Q6
- No.....  <sub>2</sub> .....GO TO Q5d

**5d If no, did you discuss this with them?**

- Yes.....  <sub>1</sub> .....GO TO Q6
- No.....  <sub>2</sub> .....GO TO Q5e

**5e** If you disagreed with the services they proposed to you what were your reasons for not discussing this with them?

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**6** Does the agency provide you with help in the way they said they would provide it?

- Yes ..... <sub>1</sub> .....GO TO Q7  
Most of the time..... <sub>2</sub> .....GO TO Q7  
No..... <sub>3</sub> .....GO TO Q7

**7** Are you happy with the way your agency currently charges you for services?

- Yes..... <sub>1</sub> .GO TO SECTION 2  
Mostly..... <sub>2</sub> .GO TO SECTION 2  
No..... <sub>3</sub> .GO TO SECTION 2  
Not relevant..... <sub>4</sub> .GO TO SECTION 2

## Section 2: Rights and Information

**1 How were your rights and responsibilities explained to you? (this would include your right to access personal information, confidentiality and privacy issues)**

Verbally explained.....  <sub>1</sub> .....GO TO Q2

Information provided

(leaflets etc).....  <sub>2</sub> .....GO TO Q2

Already familiar with

information.....  <sub>3</sub> .....GO TO Q2

Not explained.....  <sub>4</sub> .....GO TO Q2

**2 Do you have any concerns with the way the agency deals with privacy and confidentiality?**

Yes.....  <sub>1</sub> .....GO TO Q2b

No.....  <sub>2</sub> .....GO TO Q3

**2b** What are your concerns?

.....

.....

.....

.....

.....

.....

.....

.....

**3 Do you have any concerns about the personal information the agency might keep about you?**

Yes..... <sub>1</sub> .....GO TO Q4

No..... <sub>2</sub> .....GO TO Q4

**4 Have you ever tried to get hold of the personal information that the agency has about you?**

Yes..... <sub>1</sub> .....GO TO Q4b

No..... <sub>2</sub> .....GO TO Q5

**4b Did you get the information you wanted?**

Yes..... <sub>1</sub> .....GO TO Q5

Mostly..... <sub>2</sub> .....GO TO Q5

No..... <sub>3</sub> .....GO TO Q5

**5 Are you aware of any occasions when the agency may have passed on information about you without asking for your permission first?**

Yes..... <sub>1</sub> ..GO TO Q5b

No ..... <sub>2</sub> .GO TO SECTION 3





## Section 3: Satisfaction with Services

**1 How satisfied are you with the level of performance of the staff at the agency?**

- Very Satisfied..... <sub>1</sub> .....GO TO Q2
- Moderately Satisfied ..... <sub>2</sub> .....GO TO Q2
- Unsatisfied..... <sub>3</sub> .....GO TO Q2
- Unsure..... <sub>4</sub> .....GO TO Q2

**2 Have you ever been concerned about your safety or security because of the actions of agency staff?**

- Yes..... <sub>1</sub> .....GO TO Q3
- No..... <sub>2</sub> .....GO TO Q3

**3 Does anyone from the agency discuss with you the need to change or increase the amount of help you receive?**

- Yes ..... <sub>1</sub> .....GO TO Q4
- Yes, but not as often as I  
would like..... <sub>2</sub> .....GO TO Q4
- No..... <sub>3</sub> .....GO TO Q4

**4 How often does someone from the agency contact you to see how you are getting along?**

- At least weekly..... <sub>1</sub> .....GO TO Q5
- At least every two months .... <sub>2</sub> .....GO TO Q5
- At least every 6 months..... <sub>3</sub> .....GO TO Q5
- About once a year..... <sub>4</sub> .....GO TO Q5
- Not at all..... <sub>5</sub> .....GO TO Q5

**5 Do you feel that you can voice your opinions to the agency about how it is being run?**

- Yes ..... <sub>1</sub> .....GO TO Q6
- Unsure..... <sub>2</sub> .....GO TO Q6
- Already have a say..... <sub>3</sub> .....GO TO Q6
- Don't want to..... <sub>4</sub> .....GO TO Q6
- No..... <sub>5</sub> .....GO TO Q6
- No, don't feel I can..... <sub>6</sub> .....GO TO Q6

**6 Do you feel that you could gain access to documents about the way the agency is run, if you wanted to?**

- Yes..... <sub>1</sub> .....GO TO Q7
- Unsure..... <sub>2</sub> .....GO TO Q7
- No..... <sub>3</sub> .....GO TO Q7

**7 Have you ever asked the agency for help and been refused?**

Yes..... <sub>1</sub> .....GO TO Q7b

No..... <sub>2</sub> .....GO TO Q8

**7b Did they explain why they refused to help ?**

Yes..... <sub>1</sub> .....GO TO Q7c

No..... <sub>2</sub> .....GO TO Q8

**7c Why did they refuse to help?**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**7d Were you satisfied with their response?**

Yes ..... <sub>1</sub> .....GO TO Q8

Partly..... <sub>2</sub> .....GO TO Q8

No..... <sub>3</sub> .....GO TO Q8

**8 Have you ever had any concerns about the help you receive from the agency?**

Yes..... <sub>1</sub> .....GO TO Q8b

No..... <sub>2</sub> .....GO TO Q9

**8b Did you express your concerns with the agency staff?**

Yes..... <sub>1</sub> .....GO TO 8c

No..... <sub>2</sub> .....GO TO Q9

**8c Were you happy with the way the agency responded to your concerns?**

Yes..... <sub>1</sub> .....GO TO Q9

Mostly..... <sub>2</sub> .....GO TO Q8d

No..... <sub>3</sub> .....GO TO Q8d

**8d What were you unhappy about?**

.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....

**9 Has the agency informed you of what to do if you're not happy with the service you get?**

- Yes..... <sub>1</sub> .....GO TO Q10  
Unsure..... <sub>2</sub> .....GO TO Q10  
No..... <sub>3</sub> .....GO TO Q10

**10 Did the agency tell you that you can voice any concerns you have about them to outside authorities?**

- Yes..... <sub>1</sub> .....GO TO Q11  
No..... <sub>2</sub> .....GO TO Q11

**11 Do you feel confident that the agency will listen to any concerns you have, and deal with them properly?**

- Yes..... <sub>1</sub> .....GO TO Q12  
Unsure..... <sub>2</sub> .....GO TO Q12  
No..... <sub>3</sub> .....GO TO Q12

**12 Do you think that things would go badly for you if you made a complaint about the agency ?**

- Yes..... <sub>1</sub> ...GO TO Q12b  
Unsure..... <sub>2</sub> ..GO TO SECTION4  
No..... <sub>3</sub> .GO TO SECTION 4



## Section 4: Advocacy

An advocate is a person you can choose to represent your rights, and negotiate on your behalf. This may be a friend, a family member or an advocacy service.

**1 Has the agency provided you with any information about your right to have someone else speak on your behalf (an advocate)?**

- Yes..... <sub>1</sub> .....GO TO Q2
- Unsure..... <sub>2</sub> .....GO TO Q2
- Previously had information ... <sub>3</sub> .....GO TO Q2
- No..... <sub>4</sub> .....GO TO Q2

**2 Did you receive any information from the agency about how you could obtain an advocate?**

- Yes ..... <sub>1</sub> .....GO TO Q3
- Unsure..... <sub>2</sub> .....GO TO Q3
- Previously had information ... <sub>3</sub> .....GO TO Q3
- No..... <sub>4</sub> .....GO TO Q3

**3 Have you ever had someone speak on your behalf in relation to the services you received from the agency?**

- Yes..... <sub>1</sub> .....GO TO 3b
- No..... <sub>2</sub> .....GO TO Q4



**3b** Has the agency encouraged your chosen representative (advocate) to be involved in speaking for your interests?

- Yes.....  <sub>1</sub> .....GO TO Q3c
- Unsure.....  <sub>2</sub> .....GO TO Q3c
- No.....  <sub>3</sub> .....GO TO Q3c

**3c** What was your experience with using this representative (advocate)? (eg what was the outcome?)

.....

.....

.....

.....

.....

.....

.....

.....

.....

.....

**4** Do you feel confident that you could obtain an advocate of your choice if you needed to?

- Yes.....  <sub>1</sub> .GO TO SECTION 5
- Unsure.....  <sub>2</sub> .GO TO SECTION 5
- No.....  <sub>3</sub> .GO TO SECTION 5

## Section 5: General Information

### 1 You are.....

Male..... <sub>1</sub> .....GO TO Q2

Female..... <sub>2</sub> .....GO TO Q2

### 2 You are aged between.....

0-54 years..... <sub>1</sub> .....GO TO Q3

55- 64 years..... <sub>2</sub> .....GO TO Q3

65-74 years..... <sub>3</sub> .....GO TO Q3

75-84 years..... <sub>4</sub> .....GO TO Q3

85 and over..... <sub>5</sub> .....GO TO Q3

### 3 The services you are receiving are primarily.....

to help you..... <sub>1</sub> .....GO TO Q4

to help the person you are caring <sub>2</sub>

for .....GO TO Q4

**4 You are .....**

(Please feel free to tick more than one box)

- From a non-English speaking background.....  <sub>1</sub> .....GO TO Q5
- An Aboriginal or Torres Strait Islander .....  <sub>2</sub> .....GO TO Q5
- Financially disadvantaged .....  <sub>3</sub> .....GO TO Q5
- Living in a rural or remote area .....  <sub>4</sub> .....GO TO Q5
- Caring for someone with dementia  <sub>5</sub> .....GO TO Q5
- None of the above .....  <sub>6</sub> .....GO TO

COMMENTS

SECTION

**5 Is the agency sensitive and responsive to your different requirements as a member of one of these groups?**

Yes.....  <sub>1</sub> .....GO TO

COMMENTS

SECTION

Partly.....  <sub>2</sub> .....GO TO

COMMENTS

SECTION

No.....  <sub>3</sub> .....GO TO

COMMENTS

SECTION

