

**HACC Service Standards
Instrument Pilot Project
Service Provider Survey**

The name of your agency is:

.....
.....

1 What are the main types of services provided by your agency?

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2 At the time that you completed the Instrument, approximately how many clients was your agency providing with services?

.....

3 What is your agency's client target group?

.....

4a Is your agency one of a chain or a "set" owned by one auspicing body?

Yes ₁

No ₂

.....

4b (If yes) How many other agencies are there in the group?

.....

5 How long has this agency been operating?

.....

Service Standards Assessment

6a After completing the Instrument many of you will have had an interview with a government officer or independent rater. During this interview you would have discussed your agency’s ratings and action plan.

Were there any standards where you did not agree with this person on the ratings that your agency should have received?

If you did not have an interview with a government officer or an independent rater, please go to Q7.

The list of standards provided at the end of this questionnaire may assist you in remembering points of disagreement.

Standard	Reason
Number	
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6b Were there any instances in which you did not agree with the government officer or independent rater on the action plans discussed during this interview? Would you say that regarding the action plans you:

- Agree entirely ₁
- Partly agree ₂
- Don't agree ₃
- Does not apply ₄
- Don't know ₅

7a Has your agency ever received accreditation or has it ever worked towards accreditation?

Yes ₁

No ₂

7b (If yes) From which body was this accreditation obtained?

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Attitudes to the HACCC Service Standards

We would like you to tell us how strongly you agree or disagree with the following statements:

10 It is quite possible for my agency to make ends meet while complying with the standards.

- Strongly agree..... ₁
Agree..... ₂
Neither Agree nor Disagree ₃
Disagree..... ₄
Strongly Disagree..... ₅

11 There is not much I can do if standards are not met as a result of my staff doing the wrong thing.

- Strongly agree..... ₁
Agree..... ₂
Neither Agree nor Disagree ₃
Disagree..... ₄
Strongly Disagree..... ₅

12 I often suffer self-doubts about my capacity to make this agency a better one for clients.

- Strongly agree..... ₁
Agree..... ₂
Neither Agree nor Disagree ₃
Disagree..... ₄
Strongly Disagree..... ₅

13 It is impossible for agencies like mine to meet the standards unless the level of funding is increased.

- Strongly agree..... 1
- Agree..... 2
- Neither Agree nor Disagree 3
- Disagree..... 4
- Strongly Disagree..... 5

14 Because the manager cannot be everywhere in the agency at the same time, it is impossible for him or her to ensure that the standards are met.

- Strongly agree..... 1
- Agree..... 2
- Neither Agree nor Disagree 3
- Disagree..... 4
- Strongly Disagree..... 5

15 What my staff and I do over the next year can substantially improve the performance of this agency on the standards.

- Strongly agree..... 1
- Agree..... 2
- Neither Agree nor Disagree 3
- Disagree..... 4
- Strongly Disagree..... 5

