

Appendix B

**Revised consumer feedback questionnaire
(version mailed to consumers)**

HACC consumer feedback interview schedule

The following questions are about the services and assistance you have been receiving from your local Home and Community Care (HACC) agency.

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 participation in this interview is entirely voluntary. Please indicate if there are any questions you would rather not answer. Your replies to the interview questions will be completely confidential. No information about you or your answers will be passed back to the agency providing your services.

Thank you for your time.

If the main client of the service is unable to complete this interview, a carer or household member may do so on his or her behalf.

Name of agency

1: Provision of services

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

- Yes..... 1
- No..... 2
- Unsure..... 3

2 *If the agency discussed your needs with you, did they take into account all the things you and your carer might need help with?*

- Yes..... 1
- Mostly..... 2
- Can't remember..... 3
- No..... 4

3 Do you receive more than one service from the agency ?

- Yes..... 1
- No..... 2

4 *If you do receive more than one service from the agency, are they provided in a coordinated fashion?*

- Yes..... 1
- Partly..... 2
- No..... 3

5 What type of assistance do you receive from the agency?

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6 Did the agency make a clear agreement with you about which services (they would provide to you), how often you would get them and for how long?

- Yes..... 1
- Some of this information..... 2
- No, none of this information..... 3

7 Do you think that the services the agency said they would provide were the right services (or the right amount of services) for you?

- Yes..... 1
- No..... 2

8 *If you did not think the services were right, did you discuss this with the agency?*

- Yes..... 1
- No..... 2

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

- Yes..... 1
- Most of the time..... 2
- No..... 3

2: Rights and information

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

- Verbally explained..... 1
Information provided (leaflets etc.)..... 2
Already familiar with information..... 3
Not explained..... 4

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

- Yes..... 1
No..... 2

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

- Yes..... 1
No..... 2

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

- Yes..... 1
No..... 2

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

- Yes..... 1
No..... 2

6 *If you have tried to obtain personal information, did you get the information you wanted?*

- Yes..... 1
Mostly..... 2
No..... 3

3: Satisfaction with services

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

- Very Satisfied..... 1
- Moderately Satisfied..... 2
- Unsatisfied..... 3
- Unsure..... 4

Please comment/explain if you wish

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

- Yes..... 1
- No..... 2

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

- Yes..... 1
- Yes, but not as often as I would like..... 2
- No..... 3

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

- At least weekly..... 1
- At least every two weeks..... 2
- At least every two months..... 3
- At least every 6 months..... 4
- About once a year..... 5
- Not at all..... 6

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

- Yes..... 1
- Unsure..... 2
- No..... 3

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

Yes..... 1
No..... 2

7 If you have been refused help, what help did you ask for?

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8 Did the agency explain why they refused to help ?

Yes..... 1
No..... 2

9 Were you satisfied with their response?

Yes..... 1
Partly..... 2
No..... 3
Not applicable..... 5

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

Yes..... 1
Unsure..... 2
No..... 3

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

Yes..... 1
No..... 2

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

Yes..... 1
Unsure..... 2
No..... 3

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

- Yes..... 1
- Unsure..... 2
- No..... 3

14 What do you think would happen if you made a complaint about the agency?

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

- Yes..... 1
- Unsure..... 2
- Previously had information..... 3
- No..... 4

5: General Information

1 You are...

- Male..... 1
Female..... 2

2 You are aged between...

- 0-54 years..... 1
55- 64 years..... 2
65-74 years..... 3
75-84 years..... 4
85 and over..... 5

3 The services you are receiving are primarily...

- to help you..... 1
to help the person you are caring for..... 2
to help you as a carer..... 3

4 You are... (Please feel free to tick more than one box)

- From a non-English speaking background..... 1
Of Aboriginal or Torres Strait Islander descent..... 2
A pension recipient or otherwise financially disadvantaged..... 3
Living in a rural or remote area..... 4
Caring for someone with dementia..... 5
None of the above..... 6

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

- Yes..... 1
Partly..... 2
No..... 3

Further comments

(please feel free to elaborate on any issues you think need further discussion)

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