

Participant Satisfaction Survey¹

1. Overview of the Procedure

This procedure is a guide for [insert organisation name] to ask participants about how satisfied they are with the service.

This procedure should be read with the xx Policy.

2. Participant Satisfaction – Information for Participants

The aim is to gather your views about Speak Out. Your answers will be used to assess how well [insert organisation name] is doing its work, and to suggest how it can be improved.

Privacy guarantee:

If you choose to participate in the interview, your privacy will be maintained. [insert organisation name] may compile a report using answers from many participants. The report will not identify individuals.

1. How did you hear about [insert organisation name] ?

2. Who is your support worker?

- How long have you been working with your support worker...?

3. Do you get the help you need from [insert organisation name] ?

- in a crisis?

Almost always	Sometimes	Hardly ever
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- at other times?

Almost always	Sometimes	Hardly ever
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¹ From WEAVE Independent Evaluation 2010.

4. Do you feel supported to

- explore options?

Almost always	Sometimes	Hardly ever
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- make decisions?

Almost always	Sometimes	Hardly ever
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- take action, move forward?

Almost always	Sometimes	Hardly ever
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5. Do you feel heard by your key worker?

Almost always	Sometimes	Hardly ever
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6. Is it easy to access your key worker when you need to?

Almost always	Sometimes	Hardly ever
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7. Does your key worker spend enough time with you?

Almost always	Sometimes	Hardly ever
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8. Does your key worker explore your hopes and dreams with you?

Almost always	Sometimes	Hardly ever
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9. Does your key worker encourage you to take responsibility for your plans?

Almost always	Sometimes	Hardly ever
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10. Do you feel staff respect you?

Almost always	Sometimes	Hardly ever
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11. Is your family involved?

- How did they become involved?

12. Are you satisfied with the way [insert organisation name] involves your family or other supportive people?

YES	Sometimes	NO
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13. Do you feel you have enough knowledge about the services you can access

- at [insert organisation name]?	YES	Sometimes	NO
- other support services (eg housing, Centrelink etc)?	YES	Sometimes	NO

14. Do you feel you have enough knowledge about

- your rights & responsibilities?	YES	Sometimes	NO
- how to maintain mental health?	YES	Sometimes	NO
- who to contact in a crisis?	YES	Sometimes	NO

15. Do you feel comfortable with staff?

Almost always	Sometimes	Hardly ever
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16. Do staff help you to feel

- valued?	Almost always	Sometimes	Hardly ever
- safe?	Almost always	Sometimes	Hardly ever
- confident?	Almost always	Sometimes	Hardly ever
- heard?	Almost always	Sometimes	Hardly ever
- inferior?	Almost always	Sometimes	Hardly ever
- respected?	Almost always	Sometimes	Hardly ever
- supported?	Almost always	Sometimes	Hardly ever
- encouraged?	Almost always	Sometimes	Hardly ever

- Anything else you like about the staff?

- What is the best thing about your key worker?

17. How useful are the following supports?

- [insert specific support]	Very useful	OK	Not useful
- [insert specific support]	Very useful	OK	Not useful
- [insert specific support]	Very useful	OK	Not useful
- [insert specific support]	Very useful	OK	Not useful
- [insert specific support]	Very useful	OK	Not useful

18. What do you think of ...

- [insert specific promotion and prevention activity]
- [insert specific promotion and prevention activity]

19. What do you like most about the support you receive?

20. How has your life changed as a result of accessing support?

21. Would you describe [insert organisation name] as ...

Flexible: (makes allowances for individual circumstances; not a “one-size-fits-all”)

Almost always	Some -times	Hardly ever
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Adaptable: (develops new supports when needed)

Almost always	Some -times	Hardly ever
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High impact: (supports bring positive changes)

Almost always	Some -times	Hardly ever
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Visionary: (anticipates what the community needs and develops programs to help)

Almost always	Some -times	Hardly ever
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Stagnant: (likes things to stay the same)

Almost always	Some -times	Hardly ever
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Collaborative: (works with other organisations for the greater good)

Almost always	Some -times	Hardly ever
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Responsive: (responds in a way that meets peoples’ needs)

Almost always	Some -times	Hardly ever
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Creative: (generates new ideas)

Almost always	Some -times	Hardly ever
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Innovative: (Develops unique programs)

Almost always	Some -times	Hardly ever
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22. What is your cultural background?

Aboriginal	Culturally & Linguistically Diverse
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- Do you feel that staff are considerate and supportive of your culture?

Almost always	Sometimes	Hardly ever
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23. Do you have any other Diversity needs?

- Do you feel that staff are considerate and supportive of your Diversity needs?

Almost always	Sometimes	Hardly ever
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24. Have you developed a plan for moving on from the service?

- Are you happy with this plan?

25. If you could change one thing about the program what would it be?

26. Anything else?