



Aged Care Services Australia (ACSA) conference attendees

Since 1999 Amana Living has been conducting Customer Satisfaction Surveys to determine how well our services and staff are meeting the resident and client's needs and to identify any areas that may require improvement.

Within residential facilities, community services and retirement living, three different types of surveys are sent out for residents/clients to complete and return in complete confidence. The three different surveys consist of:

- **Overall Satisfaction Survey:** this survey is created in consultation with Duncan Boldy from Curtin University, Western Australia. The survey is designed to cover all areas and services that the client/ residents may receive from the organisation. This comprehensive survey is sent out once every two years to all residents or next of kin if the resident is unable to complete it. Residents are given two weeks to complete and return the survey (when the survey is sent out it is attached with a self addressed envelope). The completed surveys are sent to Duncan from Curtin University, where his team compile the data which is sent to the General Manager of Operational Support, whom compares the results with previous overall surveys and the mini surveys that have been conducted since the previous overall survey. The results of the survey are presented to the Amana Living Board Members and all staff and individual reports given to service locations for inclusion in action plans.
- **Mini Surveys:** these surveys are created using the same questions and format as the overall survey, differing from the overall all survey they only consist of a maximum of 8 questions and target a specific area or service. Each service location needs to complete a minimum of three mini surveys each year. The surveys can be utilised in a number of different ways, they can be used to gauge resident/client satisfaction of a service to identify if changes or improvements need to be made, they can also be used to determine resident/client reactions to a recent change or improvement. Mini surveys have also been created in culmination with the Centre Operations Managers to monitor satisfaction for external services i.e. hairdresser, podiatry and physio. Centre Operations Managers coordinate with their respective teams as to when it will be most appropriate time to send out the surveys. Once the surveys are complete by the resident or next of kin they are sent to Operational Support where an analysis of the data is completed. The results are then sent back to the Centre Operations Manager as well as being collated into a six monthly report of all mini survey results throughout the organisation.

Regards

A handwritten signature in black ink, appearing to read "M. Davison", written in a cursive style.

MARIA DAVISON
General Manager Operational Support

INFORMATION AND SERVICE CENTRE

416 Stirling Highway, COTTESLOE 6011 Postal: P O Box 63 COTTESLOE 6911
Telephone: (08) 9424 6363 Facsimile: (08) 9383 1251 Web: www.amanaliving.com.au



Attachments

- 1 Residential Services Overall Survey Template
- 2 Residential Care Overall Survey Results
- 3 Residential Service Mini Survey Template
- 4 Community Services Overall Survey Template
- 5 Community Services Overall Survey Results
- 6 Community Services Mini Survey Template

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