



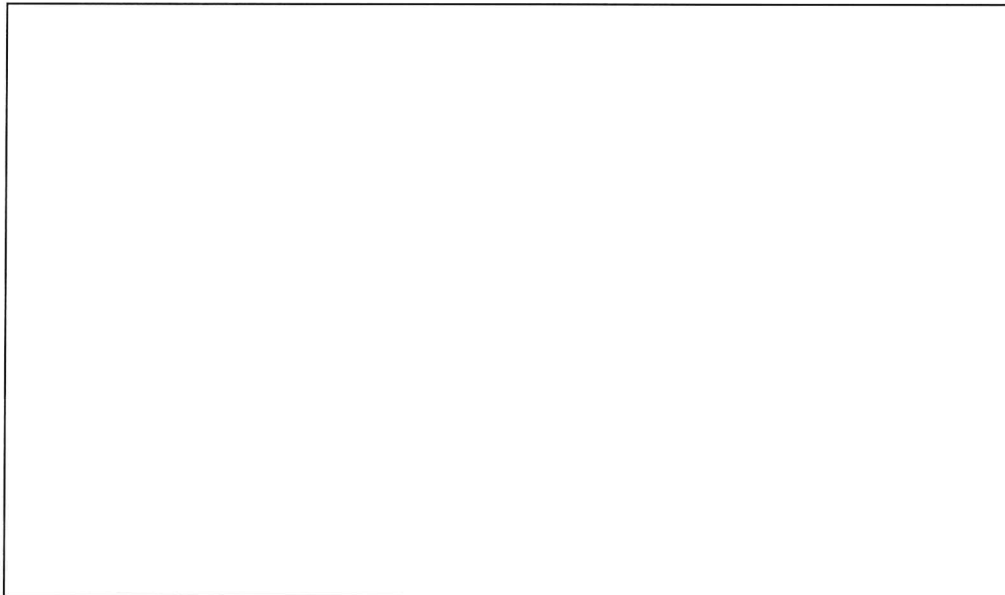
*part of the Anglican community*

**ANGLICAN HOMES (INC.) trading as  
AMANA LIVING**

**2006  
CLIENT SATISFACTION SURVEY**

**COMMUNITY SERVICES**

**INTRODUCTION**



**PLEASE RETURN THIS QUESTIONNAIRE IN THE  
ENCLOSED REPLY PAID ENVELOPE  
BY .....**

## COMPLETION INSTRUCTIONS

### IMPORTANT INFORMATION

To ensure the accuracy of the results please follow the instructions below:

- Use a dark coloured pen only (no pencils)
- Make your choice by neatly marking the squares with a cross
- Mark only one square per question
- Please write clearly within the text boxes
- Please print clearly within the text areas

**A B C 1 2 3**  
**PLEASE PRINT IN**  
**CAPITALS**

### DEMOGRAPHICS

**1. Please indicate your gender.**

Male Female

**2. Please indicate your age.**

49 or below 50-59 60-69 70-79 80-89 90+

**3. Please indicate how many years you have received care from Amana Living, Community Services.**

Less than 1 2 3-5 6-9 10 or more

**4. Do you have at least 1 friend or family member who provides you with support?**

Yes No

**5. Was it your choice to receive the care you are receiving from Amana Living?**

Yes No

**1. Community Services**

1.1 Thinking about Amana Living as a whole, how satisfied are you with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The range of services offered
- b. The quality of services offered
- c. The spiritual support available

1.2 Would you recommend Amana Living to your friends and family?

Yes No

Any Comments:

**2. Staff Care**

2.1 Thinking about staff now, please rate the following.

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The courtesy and respect shown to you by staff
- b. The respect for your privacy
- c. The skills of staff
- d. The willingness of staff to listen

2.2 Overall, how satisfied are you with 'Staff Care'?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

2.3 How important is the topic of "Staff Care" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

**3. Individual Needs and Preferences**

3.1 Thinking about how your individual needs and wishes are met now, how would you rate the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The time provided to discuss your needs and preferences
- b. The willingness of staff to meet your particular care needs
- c. The willingness of staff to meet your preferences
- d. The individually tailored plan for your care

3.2 Overall, how satisfied are you that your needs and preferences are being met?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

3.3 How important is the topic of "Individual Needs and Preferences" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

**4. Care Coordination**

4.1 Thinking now about the organisation of the care you receive, how satisfied are you with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The initial assessment of your needs
- b. The notice you receive when there are to be changes to the care (e.g. change in times)
- c. The response from the coordinator when you request changes to your care
- d. The availability of the coordinator
- e. The ability of the coordinator to understand your needs and preferences

4.2 Overall, how satisfied are you with the coordination of your service?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

4.3 How important is the topic of "Care Coordination" to you?

Very Important, Important, Not Important, Not Important At All

Any comments:

## **5. Client Rights**

5.1 Thinking about the information you have been provided with, and the consultation with you, how satisfied are you with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The information provided to you about your care
- b. The information provided to you about the days and times of service
- c. The information provided to you about the fees charged
- d. Your ability to participate in your care planning
- e. The information provided to you about your rights and responsibilities
- f. The details you have been given on who to contact when you need to discuss your care

5.2 Overall, how satisfied are you that your rights are being met?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied,  
Very Dissatisfied

5.3 How important is the topic of "Client Rights" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

## **6. Spiritual Support**

6.1 With regard to supporting your spiritual needs, how satisfied are you with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied,  
Very Dissatisfied

- a. The information you receive on the spiritual services available in your area
- b. The assistance for you to continue your religious practices
- c. The respect for your spiritual needs shown by the staff
- d. The availability of someone to talk to about your spiritual needs

6.2 Overall, how satisfied are you with the spiritual support you receive?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied,  
Very Dissatisfied

6.3 How important is the topic of "Spiritual Support" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

## **7. Social Support and Community Involvement**

7.1 Thinking about your involvement in the community, and your level of social support, how satisfied are you with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The encouragement you receive to take part in social activities and community life
- b. The Service's understanding of your social preferences
- c. The information you are given to link you to groups that may be of interest (such as attending an adult day centre)
- d. The assistance you receive to support your social needs
- e. Identifying if you are lonely and offering support

7.2 Overall, how satisfied are you with the Service's ability to support your social needs?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

7.3 How important is the topic of "Social Support and Community Involvement" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

## **8. Support Services**

8.1 How satisfied are you with the following aspects of your service?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The information you have been given to help you decide the services you need
- b. The choice of the services you receive
- c. Your involvement in the decision making about the services you receive (for example, the days and/or time you receive assistance)
- d. The amount of service you receive
- e. The reliability of the services (for example, service is received at the agreed day, time, and duration)
- f. The quality of the service offered
- g. That you receive the full allocation of time for your service

8.2 Overall, how satisfied are you with the services you receive?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

8.3 How important is this topic of "Support Services" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

## **9. Client Involvement and Feedback**

9.1 As far as opportunities for clients to be involved in things to do with services, and to have a say, how would you rate your satisfaction with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. Keeping you informed about things that may affect you
- b. Providing opportunities for you to put your views to management
- c. Staff being approachable if you need to discuss any concerns you may have
- d. Asking you for feedback on the service you receive
- e. Making changes following the feedback you provide
- f. The ease and freedom to raise complaints
- g. The way complaints are handled and resolved

9.2 Overall, how satisfied are you with the opportunity for you to be involved with things to do with the service and to provide feedback?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

9.3 How important is the topic of "Client Involvement and Feedback" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

## **10. Day Centre Activities**

*Please answer if you attend Catherine King House, Kinross Day Centre, or Lefroy Day Centre, otherwise go to question 11*

10.1 With regard to your attendance at the day centre, how satisfied are you with the following?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

- a. The range of activities offered at the day centre
- b. The days and times that are available for you to attend
- c. The ability of the centre to meet your particular preferences
- d. The range of outings
- e. The meals provided when at the centre
- f. The reliability and convenience of the transport provided

10.2 Overall, how satisfied are you with the Day Centre?

10.3 How important is the topic of "Day Centre" to you?

Very Important, Important, Not Important, Not Important At All

Any Comments:

**11. Overall Views of the Service**

- a. What is the best thing about the Service?
  
- b. Is there anything you really dislike about it? If so please provide details.
  
- c. Taking everything into account, how satisfied are you with the Service?

Very Satisfied, Moderately Satisfied, Moderately Dissatisfied, Very Dissatisfied

If you have any other comments to make please write them below.

**THANK YOU ONCE AGAIN FOR YOUR VALUABLE  
CONTRIBUTION AND FOR TAKING THE TIME TO COMPLETE  
THIS SURVEY**

**THE BOARD & MANAGEMENT, AMANA LIVING**

## OUR MISSION

To excel in providing Christian care and services in Western Australia to people living the second half of life.

## OUR VALUES

- **Compassion** - Courtesy and kindness are extended to each person in every circumstance.
- **Justice** - All interactions are based on fairness and honesty.
- **Hope** - Is the expectation of triumph over every challenge.
- **Inclusiveness** – We exist to serve people from all walks of life.

## OUR PHILOSOPHY OF CARE

We strive to enrich the mind, body and soul of those we serve by:

- Generating a sense of passion and energy about people living their life to the full;
- Creating genuine choices so that people can live life in a meaningful way, reflective of their preferences and individuality;
- Creating opportunities for people to stay connected with past friendships and to develop new ones;
- Always involving and consulting people in decisions that affect them;
- Creating opportunities to improve and restore physical abilities and mental agility so that people can keep fit, active, involved and independent wherever possible;
- Providing excellent clinical and health care in all circumstances;
- Supporting people to explore and develop their spirituality;
- Encouraging and acting on feedback to improve care and services.