

Access and Support Program

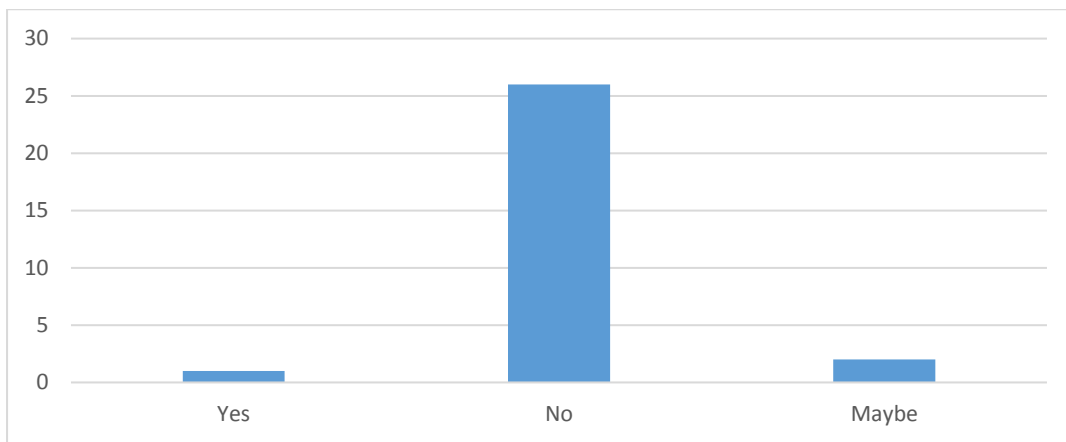
Client survey results - July to December 2016

The Access and Support Program works with older people, people with disabilities and their carers who are having difficulty accessing Aged Care/Disability Support and other services due to their diversity. The program provides short term, individual support to help people to remain independent and living at home.

From July to December 2016, 29 surveys were completed. 96% client satisfaction and 89% will recommend the service to other people.

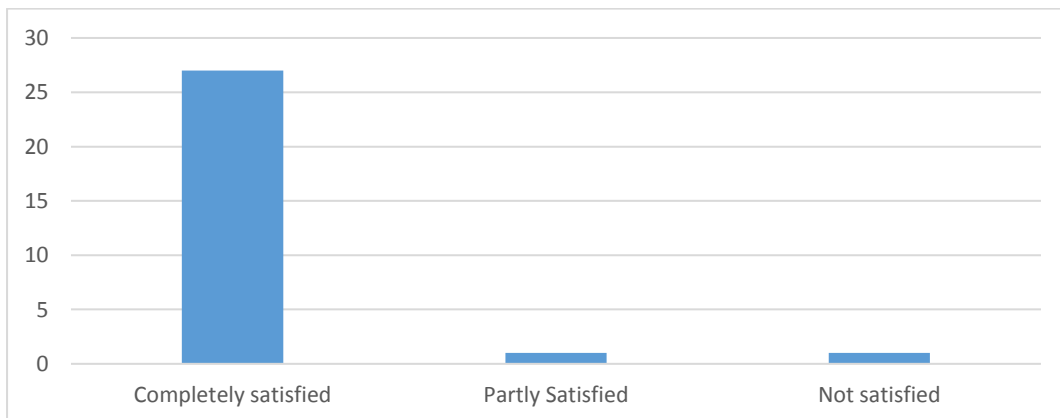
Question 1

Without the help from (worker), would you have found those services yourself?



Question 2

How satisfied were you with the help that (worker) gave you?



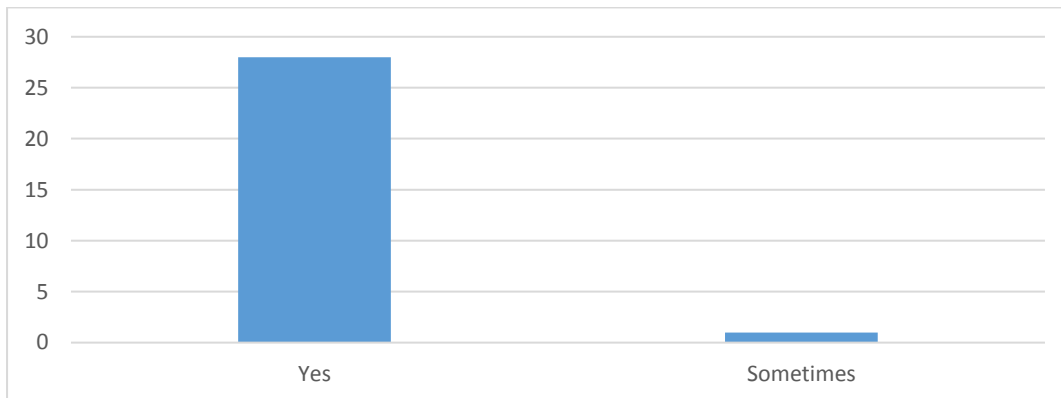
Comments:

- *110%! She was a great help*
- *really helpful meets all my needs*

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Question 3

Could you easily contact (worker) when you had questions or needed more information?



Comments:

- *Yes, via email or phone number. The worker spoke mandarin which was very helpful*
- *We could get in contact the worker any time we wanted*
- *All contact details were provided so we could contact whenever we needed*
- *Although sometimes she was really busy, I would email her and she would reply back to my emails right away*
- *It was very easy to contact her, every time I need her I could always call*

Question 4

Did (worker) listen to you and understand what was important to you?



Comments:

- *The worker is very patient*
- *When I needed something and the worker will help*
- *Very helpful, awesome lady, my mother is so happy*
- *And even more than that.*
- *Yes she came to my house with interpreter and did what she could*
- *Made it easy because he spoke our language*

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Question 5

Did (worker) help you to understand what services are available and to make choices that were right for you?

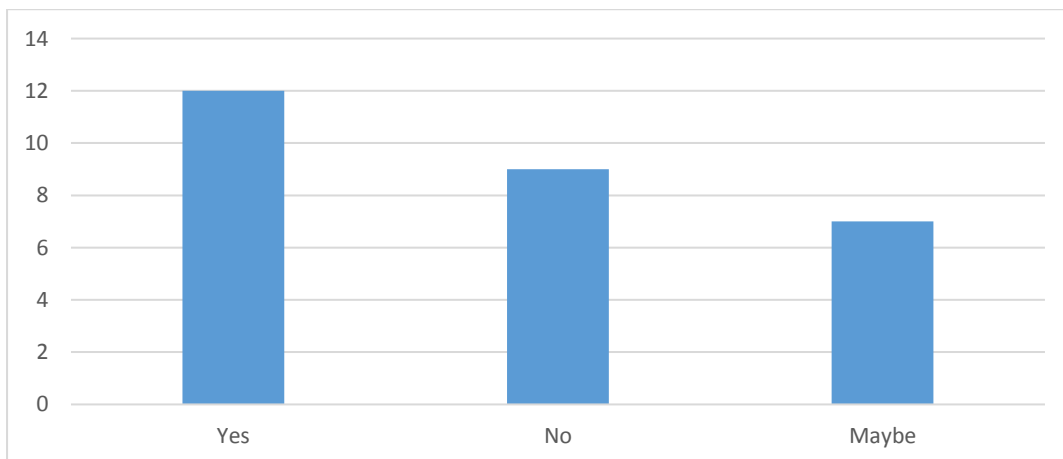


Comments:

- *The worker told us she could help with anything that would make life more convenient for my mum. She even helped us to get a shower seat which we had not thought about needing to help mum ourselves.*
- *She gave us lots of options and helped to find one that was the best for us. We tried a different one before but the worker said we could get a better one and helped us to get the one that was even better.*
- *She gave me handouts on the services that were available for me which had really helped.*
- *Make Access and support more known because I never knew there was a service like this*
- *No, I was very happy*

Question 6

Since receiving help from (worker), do you feel confident to contact services yourself now?



Comments:

- *No due to language barrier*
- *As long as we know about the service we can contact now, we now know we can use the interpreter line too if we want to contact services.*
- *The worker gave us the information we need to contact for additional if services if we need them.*
- *Still a bit unsure (lacking confidence) as first time seeking assistance for husband. Has a meeting on Monday and will see how she feels after that.*
- *He taught me how to contact services myself*

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- *I'm not confident to contact services on my own.*

Question 7

Would you recommend the Access & Support Program to other people?



Comments:

- *I do not know many people and is currently dealing with my own situation*
- *Great services*
- *I have recommended to 2 friends already*
- *Of course*
- *I'm not really sure about how I would recommend it to other people*

Question 8

In your opinion, how can we improve the Access & Support Program in the future?

Comments:

- *Cannot think of any ways we were so happy with the service.*
- *Through word of mouth. Very good. Provide lots of help*
- *Can't see any need for improvement, really good*
- *The language barrier is the major issue. But it was ok with the worker because she speaks Mandarin*
- *The worker always really busy, so when she's busy maybe someone else can help me*
- *Letter sent to my email so I can complete surveys online*
- *Not really because I am not knowledgeable enough in this matter.*
- *Very happy with the worker*
- *The service is very helpful and we are very satisfied with everything and very grateful.*
- *The worker helped me a lot*
- *I'm very grateful with all the help I received. The worker really did make a difference and I know if I ever need help I can always come back*