



# *Busy Home*<sup>PTY</sup> **SOLUTIONS**

The purpose of the Participant Satisfaction Survey is to determine our performance from a participant's perspective, and to ensure that Busy Home Solutions PTY LTD is providing services in a manner that supports individuals goals and needs. We encourage and appreciate your feedback and comments, and reassure you of your privacy when addressing your concerns. **This survey is confidential.**

Name: \_\_\_\_\_

Contact number (optional): \_\_\_\_\_

Service/s: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

# Busy Home Solutions PTY LTD | Participant Satisfaction Survey

Would you like to be contacted regarding your feedback on this survey?  Yes  No

**I am treated with respect and dignity in my dealings with Busy Home Solutions PTY LTD. I feel listened to and heard.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**Busy Home Solutions PTY LTD involves me in care planning and the service delivery is tailored to my needs.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**Busy Home Solutions PTY LTD is responsive to my feedback, comments and requests regarding my support plan.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**My language and cultural needs are taken into consideration.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**Information is communicated to me in a way that I can easily understand.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**When Busy Home Solutions PTY LTD makes decisions, I am given enough information to understand the decision.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**Busy Home Solutions PTY LTD ensures that I am given the opportunity to send feedback and complaints, and that I feel safe to do so.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

**My feedback and complaints have been dealt with in a timely manner.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure  N/A

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**The staff have a high level of knowledge and skills, and meet my needs.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure   
N/A

**The staff encourage me to make my own choices/decisions, and be more independent.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure   
N/A

**I feel that my information is kept confidential by staff.**

Strongly agree  Agree  Neutral  Somewhat disagree  Completely disagree  Not sure   
N/A

**If you have lodged a complaint, has your complaint been resolved to your satisfaction? If not, why not?**

**If you have an advocate/support person who assists you to carry out your wishes - does Busy Home Solutions PTY LTD include this person in decisions that affect you?**

**What do you like about our services?**

# Busy Home Solutions PTY LTD | Participant Satisfaction Survey

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What do you dislike about our services?

Do you have any suggestions of ways we could improve our service/s?

Please rate your overall satisfaction with our supports and services. 1 = Lower and 10 = Highest.

Do you have any other comments?