

# **Share & Care Community Services Group Inc**



## **Agency Survey**

[www.shareandcare.com.au](http://www.shareandcare.com.au)

# Thank you....



Thank you for taking the time to complete our survey.

Your feedback is vital in ensuring that we deliver the best service possible to both you and the consumer.

Share and Care have developed a list of questions designed to inform us about the myriad of components involved in ensuring the services we operate do so not only on best practice principles but with the remembrance that we are dealing with real people with real needs.

Following each question is room for your thoughts. Often surveys can miss much by applying the "Yes-No" scenario alone - we don't wish to miss out on your opinions or innovative ideas you feel might be applicable to our service.....so don't hesitate to speak up!

Following the correlation of the responses, each agency will receive a summary of responses with our intended address to any areas responders feel need attention.

Once again we thank you for your generous donation of time.

Kind Regards

A handwritten signature in black ink, appearing to read "Carol Jones-Lummis". The signature is fluid and cursive, with the first name "Carol" being more prominent and larger than the last name.

Carol Jones-Lummis  
Chief Executive Officer

# Share & Care



1 Are you aware of the Programs that Share & Care Manage?

Yes

No

Unsure

Comment: \_\_\_\_\_

2 Are you aware of the criteria consumers need to meet in relation to the Programs you might utilise for them?

Yes

No

Unsure

Comment: \_\_\_\_\_

3 Would you like an information pack on the 18 Programs Share & Care manage in the communities?

Yes

No

Unsure

Comment: \_\_\_\_\_

4 Would you like a presentation on who we are and what we do for your staff or consumer base?

Yes

No

Unsure

Comment: \_\_\_\_\_

# Service Delivery



- 1 Have the services offered to you been relevant to the consumers needs?  
 Yes  No  Unsure

Comment \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 2 Has there been a time you were dissatisfied with the service offered?  
 Yes  No  Unsure

Comment \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 3 Have you had occasion where no relevant service was available from Share & Care and you were not offered links to other Agencies that might assist you and the consumer?  
 Yes  No  Unsure

Comment \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

- 4 Have you had consumer complaints about a service they received after being referred to Share & Care?  
 Yes  No  Unsure

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

# Service Delivery-2



5 Do you feel there are services Share & Care could offer but don't?

Yes

No

Unsure

Comment \_\_\_\_\_

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6 How do you feel Share & Care could best meet your Agency needs in the future?

Comment \_\_\_\_\_

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7 Do you feel there is always a genuine attempt by Share & Care to help you and the consumer find resolution to a particular challenge??

Yes

No

Unsure

Comment \_\_\_\_\_

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8 Would having Share & Care information packs at your agency make servicing consumers easier for your Agency?

Yes

No

Unsure

Comment: \_\_\_\_\_

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# General Questions



1 Are you aware of the communities that Share & Care Service?

Yes

No

Unsure

Comment: \_\_\_\_\_

\_\_\_\_\_

2 Would you like to receive a copy of our Annual General Report?

Yes

No

Unsure

Comment: \_\_\_\_\_

\_\_\_\_\_

3 Would you like to be notified when Share & Care General and Annual General Meetings are to be held?

Yes

No

Unsure

Comment: \_\_\_\_\_

\_\_\_\_\_

4 Are you aware that Share & Care delivers seminars free of charge on Policy making and Governance?

Yes

No

Unsure

Comment \_\_\_\_\_

\_\_\_\_\_

5 What gaps in service delivery to the community do you think Share & Care need to cover?

Comment: \_\_\_\_\_

\_\_\_\_\_

# General Questions– 2



1 In your opinion, what is the single most important change Share & Care could make to be more effective?

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2 Accessibility of service (includes hours, location, wait time, disabled access.)

Poor

Average

Excellent

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3 Coordination of care and communication between agencies?

Poor

Average

Excellent

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4 Which service are you the MOST FAMILIAR with or HAVE THE MOST EXPERIENCE with?

Comment \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5 What other thoughts would you like to share with us?

Comment: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
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\_\_\_\_\_  
\_\_\_\_\_