

SAMARITANS

ANNUAL SATISFACTION SURVEY

About this Survey

Thank you for taking the time to complete this annual survey. This is your chance to give your feedback on the support you receive from Samaritans.

This is a voluntary survey and the information you provide will help improve Samaritans services. Information may also be used to inform organisational accreditation processes.

If you have any questions or concerns please don't hesitate to contact:

Tammie Lawler
General Manager, NDIS Services
0427 431 636
tammie.lawler@samaritans.org.au



Returning the survey

Please return the survey by November 30, 2020. There are a number of ways you can complete and return the survey:



MAIL

You can complete the survey and post it to
PO Box 366 HRMC 2310



PHONE

Over the phone
Call 1300 656 336



ONLINE

Visit www.samaritans.org.au/satisfaction-survey



IN PERSON

Speak to your service
Senior Worker for
assistance

Alternatively, you can
return it to your Service
Senior Worker

SAMARITANS

ANNUAL SATISFACTION SURVEY

Consent

I agree to participate in this survey and understand that the information I provide will be used for the purposes stated.

1. What is your age?

Please tick in the box your responses to the following questions.

2. What is your gender?

- Male
- Female
- Non-binary/third gender
- Prefer not to say

3. Are you Aboriginal / Torres Strait Islander

- Yes
- No
- Prefer not to say

4. What is your country of birth?

- Australia
- Another English speaking country
- A non-English-speaking country

5. How long have you been accessing Samaritans services?

- Less than a month
- Less than six months
- Six months to a year
- 1-2 years
- 3-5 years
- More than 5 years

6. What is the main type of service you accessed at Samaritans in the last 12 months?

- Supported Independent Living (SIL)
- Individual Support
- Group support
- Therapy and Behaviour Support
- Coordination of Supports
- Personal Care
- Daily Living
- Mental health support
- Other (please specify):



Samaritans

SAMARITANS

ANNUAL SATISFACTION SURVEY

(continued)



7. Please rate your situation when you first came to Samaritans?

Please circle the number that best describes your situation.

Was in crisis or barely surviving	Wasn't in crisis but still struggling to cope	Was coping OK	Was doing quite well or making progress	Was doing extremely well or thriving
1	2	3	4	5

8. Please rate your current situation?

Please circle the number that best describes your situation.

Now in crisis or barely surviving	Not in crisis but still struggling to cope	Now coping OK	Now doing quite well or making progress	Now doing extremely well or thriving
1	2	3	4	5

9. How satisfied are you with?

Please tick a box on every line.

	Not at all satisfied	Not very satisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Your life as a whole?					
Your standard of living?					
Your health?					
What you are achieving in life?					
Your personal relationships?					
How safe you feel?					
Feeling part of your community?					
Your future security?					
Your spirituality/ cultural needs?					
Your control over decisions affecting your life?					

SAMARITANS

ANNUAL SATISFACTION SURVEY

(continued)



10. Do you agree or disagree with the following statements?

Please tick a box on every line.

	Disagree	Tend to disagree	Neither agree nor disagree	Tend to agree	Agree
	1	2	3	4	5
Staff support me to exercise my rights all the time					
I am satisfied with the services I receive					
I have been able to access services and supports that meet my need					
Staff encourage me to set goals					
Staff help me identify opportunities to meet those goals					
Staff involve me in planning the support services I need.					
I feel there is a good plan in place to assist me					
I am respected and treated as an individual					
Staff are sensitive to how I am feeling					
Staff take my opinions and suggestions seriously					
Staff respond promptly to my requests					
My cultural and religious preferences are respected and supported					

Please tick in the box your responses to the following questions.

11. Do you know how to make a complaint to Samaritans?

- Yes
 No

12. Have you ever made a complaint to Samaritans or the staff at your service?

- Yes (answer question 13)
 No

13. I feel my complaint was addressed effectively

- Yes
 No

Samaritans

SAMARITANS

ANNUAL SATISFACTION SURVEY

(continued)

Only complete the following questions if you are a resident of Samaritans Housing.



14. How satisfied are you with your accommodation?

Please rate the following questions about how satisfied you feel:	Not at all satisfied	Not very satisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Overall satisfaction					
Rent – value for money					
Does the number of rooms in your property meet your current need?					
Condition of the property					

15. Please answer the following questions if you had repairs done in the last 12 months?

	Yes	No
Were you told when the work would start?		
Was the work completed in a reasonable time?		
Was the overall quality of the repair work good?		
Did the contractors clean up after they had finished?		

16. Samaritans Property Team provides leases and property management support for Samaritans. How satisfied are you with the Property Team?

Please rate the following questions about how satisfied you feel:	Not at all satisfied	Not very satisfied	Neutral	Satisfied	Very satisfied
	1	2	3	4	5
Efficiency and organisation					
Communication					
Decision making					
Problem solving					
Financial issues					
Maintenance issues					