

Carer Experience*

of

**Psychiatric Disability Rehabilitation
and Support Services (PDRSS)**

DRAFT QUESTIONNAIRE

***To be completed by the person who is the primary
carer for someone who is currently receiving PDRS
services**

PDRSS name	N ^o .
Program name	
Date completed	

Introduction

We are currently undertaking a study of Carer experiences of Psychiatric Disability Rehabilitation and Support Services (PDRSS). This study will be used to help improve the services provided.

The organisations involved in the study are the Australian Institute for Primary Care (AIPC) at La Trobe University, the Mental Health Branch of the Department of Human Services and the PDRSS.

We are seeking your assistance.

The survey below asks some questions about your experiences of the services you have received. Please note, we are seeking information about *your experiences* of the service, *not* the experience of the person for whom you have a caring role. Simply read the questions and tick the box that best reflects your experience of this PDRSS.

This survey is completely voluntary and there are no 'right' or 'wrong' answers.

All answers will remain anonymous. There is no need to write your name on this form.

Your responses will only be given to the organisations involved in the study, as listed above. At the end of this trial a report, which will not identify individual participants, will be provided to participating services. Your answers will in no way disadvantage you or the services you use.

...please turn to page 3

Please answer all questions

1. Do you have contact with the PDRSS that the person for whom you have a caring role attends?

(please tick the appropriate response)

Yes 1	No 2

If you answered 'Yes',

1 a) how often do you have contact with the PDRS service which the person for whom you have a caring role attends?

(Please tick the box that best applies to you)

Daily 1	Weekly 2	Monthly 3	Every 3 months 4	Rarely 5

2. Do you currently attend any PDRS service especially for carers (e.g. carers support group)?

(please tick the appropriate response)

Yes 1	No 2

If you answered 'Yes', you may be asked to fill out an additional questionnaire at the PDRS Service.

3. Have you contacted any PDRSS about your own needs as a carer?

(please tick the appropriate response)

Yes 1	No 2

4. Information about the Service.

Thinking about the PDRS Service that the person for whom you have a caring role receives,

(please tick your preferred response)

how good is the PDRS service at letting you know.....

	Poor 1	Fair 2	Good 3	Very good 4	Excel- lent 5	Does not apply 6
a) What they can do for you and the person for whom you have a caring role?						
b) What they expect from you and the person for whom you have a caring role?						
c) Your rights & the person's right to privacy and confidentiality?						
d) Your rights and the person's rights, to feel safe where you are seen by the service?						
e) That either of you can speak to a male or female worker if preferred?						
f) How to comment or complain about the service?						
g) How to participate in the planning and improvement of the service?						
h) The above information WHEN you need it?						

...please turn to page 5

5. Accessibility of the Service

Thinking about the PDRS service you have contact with in relation to the person for whom you have a caring role, (please tick your preferred response)

how good is the PDRS service at.....

	Poor 1	Fair 2	Good 3	Very good 4	Excellent 5	Does not apply 6
a) Letting you know how and when they can be contacted?						
b) Being easy for you to travel to?						
c) Letting you know who you should talk to?						
d) Making it easy for you to contact the person you need to talk to?						
e) Asking you about your views & concerns?						
f) Listening to and talking to you about your views & concerns?						
g) Respecting your cultural beliefs and practices?						
h) Arranging for you to see a male or female staff member if asked?						
i) Making you feel safe where you received the service?						
j) Allowing you to comment or complain about the service freely?						
k) Providing opportunities for you to participate in overall service planning, improvement and review?						
l) If appropriate, giving you the opportunity to participate in the development of an Individual Program Plan (IPP) for the person for whom you have the caring role?						
m) If appropriate, giving you the opportunity to participate in the delivery of the service?						
n) Overall , how good was the service at enabling you to obtain assistance WHEN you required it?						

...please turn to page 6

6. Provision of information

Thinking about the PDRS service you have contact with in relation to the person for whom you have a caring role,

(please tick your preferred response)

how good is the PDRS service at.....

	Poor 1	Fair 2	Good 3	Very good 4	Excel- lent 5	Does not apply 6
a) Providing you with information about Mental Illness						
b) Providing you with information about the process of <i>eligibility for services</i> for the person for whom you have a caring role?						
c) Providing you with information about other services and supports that may help the person for whom you have a caring role? (<i>e.g. Centrelink, Community Health Centre's etc.</i>)						
d) Providing you with information about available services and supports for carers ?						
e) Providing opportunities for you to access available services and supports for carers?						
f) Helping you to access <i>other services or support</i> that may help the person for whom you have a caring role?						
g) Providing you with information about the <i>rehabilitation</i> process for the person for whom you have a caring role?						
h) Providing you with information about the individual program plan for the person for whom you have the caring role and how you can be involved in any changes to it?						
i) Providing you with information which assists you to recognize and manage early signs of deterioration in the person for whom you have a caring role?						
j) If appropriate, providing you with information about the <i>exit process from the service</i> for the person for whom you have a caring role?						
k) Overall , how good was the service at providing the above information WHEN you needed it?						

...please turn to page 7

7. Service Participation

Thinking about the PDRS service you have contact with in relation to the person for whom you have a caring role, (please tick your preferred response)

how good is the PDRS service at.....

	Poor 1	Fair 2	Good 3	Very good 4	Excel- lent 5	Does not apply 6
a) Asking you what might help the person for whom you have a caring role, from your experience and knowledge of them?						
b) Respecting your opinion of what might help the person for whom you have a caring role?						
c) Managing confidentiality and privacy issues between you and the person for whom you have a caring role?						
d) Involving you in <i>decisions about the types of support</i> for the person for whom you have a caring role, if the person consents?						
e) Discussing with you the <i>effects/outcomes</i> of the support program for the person for whom you have a caring role, if the person consents?						
f) Helping you to prepare for when the person no longer uses the service?						

8. Overall, how much benefit has the service been to you?

(please tick your preferred response)

None 1	A little 2	Some 3	Quite a lot 4	A great deal 5

9. What is your relationship with the person for whom you have a caring role? (e.g. husband, wife, partner, daughter, neighbour)

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**If you would like to make further comments please
use the space provided below.**

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**Thank you for completing the survey.
We appreciate your assistance.**

**Please post the completed survey
in the reply paid return envelope provided**

