



CONSUMER SURVEY – DFC EQUIPMENT PROGRAM

There have been significant changes over the past 2 years to the systems providing equipment to clients of the Department for Families and Communities (DFC). The **DFC Equipment Program Consumer Advisory Committee** has proposed that it is important to get broad based, detailed feedback from clients and carers from all areas to identify issues for improvement and unmet needs. Consumer representatives and clinical staff from Novita Children's Services, Disability SA and Domiciliary Care SA have spent significant time over the past year developing a consumer satisfaction survey for clients using equipment through the Program.

An external company (Press Ganey Associates) will run the survey, which will be mailed out **on Friday 21st May** with a reply paid envelope to their address in Queensland.

- The survey will go to more than 2000 randomly selected clients from Novita Children's Services, Disability SA and Domiciliary Care SA currently issued with equipment from Domiciliary Equipment Service.
- The results will help us improve our services by identifying service quality issues as perceived by the client. Questions cover access, the assessment and prescription process, delivery, maintenance and ongoing support, and how the client and carers feel they were treated. The survey is completely anonymous and confidential.
- Another person (carer, family or other) can complete it on behalf of the client if they are not able.
- It is not compulsory, and if clients or carers are distressed or have difficulty completing it, they may discard it.

The covering letter directs people to a general enquiries number for assistance. The assistance provided may be just a verbal explanation about the survey, confidentiality queries etc or to provide further assistance to complete the questionnaire.

For further information: contact Cathy Lock 8132 6015 Chair, DFC Equipment Program Consumer Advisory Committee

