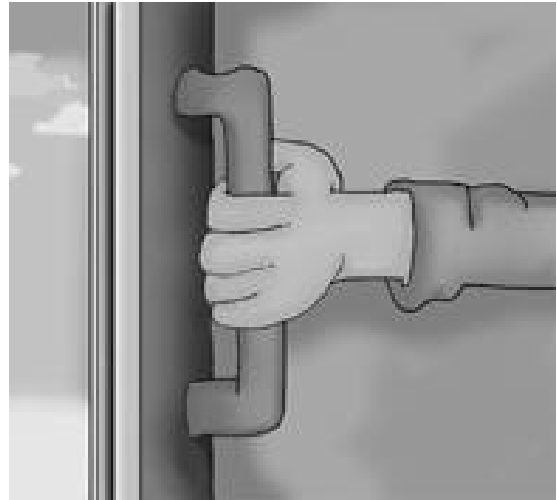

SECTION 3

SUGGESTED QUESTIONS ABOUT THE STANDARDS FOR CONSUMERS AND FAMILIES

Note: these pages can be photocopied for distribution



Suggested Questions for People with Disabilities About Standard 1 Access to Services



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

What services are supporting you at the moment?

How did you find out about this service?

What do you think of these services? Do you like the service?

Does the service meet your needs? Is it a service you want?

How hard was it to get the service?

Do you know what to do if the service says you can't use it any more?

Questions most relevant to consumers new to the service:

Who did you meet when you first came here/moved here?

Did you get to look around at this place before you arrived?

Do you know who you live with (if applicable)?

Do you know the people who look after you?

Suggested Questions for People with Disabilities About Standard 2 Individual Needs



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

Does the service understand the help you need and give you this help?

Do you have any special needs?

What are your ideas for your life ? (eg do you want to keep doing the same things as you are doing now or do you have any special wishes for your life?)

What would you like to be doing in the next one or two years?

What help do you think you need to make these changes?

How does the service help you plan for your future and what you need?

How often do you have meetings?

Suggested Questions for People with Disabilities About Standard 3 Valued Community Status



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

Do you have a job?

If no, would you like a job? What do you think would be a good job for you?

If yes, are you happy with your job?

Do you need or want help to get a job?

What hobbies or interests do you enjoy?

Would you like to have more hobbies or interests and do you want help to do these?

What activities do you join in now (eg community groups such as sport, church, social clubs etc?)

Do you like these and would you like to do more?

How often do you see your friends?

Would you like to see your friends more often and do you need help to see them?

Suggested Questions for People with Disabilities About Standard 4 Decision-Making and Choice



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

What do you like about the services you receive?

What don't you like about the services you receive?

Are you given a chance to talk about the services you receive and suggest improvements?

Do you have any say in who are your support workers/carers?

If you are sharing a house with someone, did you have any say in who this person is?

Where you offered any choices about where you live? Do you like where you live?

Do you get to make decisions about what time you get up, what you wear and what you eat?

Do you get to make to decisions about what activities you do?

Would you like more choices in your life? What things would you like to choose?

Does the service you use ask you about any changes they might be making before they happen?

Are there times when you have to do things you don't want to do?

Suggested Questions for People with Disabilities About Standard 5 Respect for Rights



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

Has anyone ever hurt you, shouted at you or frightened you?

What happened? Who hurt you/frightened you?

Who did you tell and what happened when you told them?

If you are unhappy about the service you are getting or someone who is working with you who do you tell? What happens when you tell them?

Have you ever made a complaint about the service? Was it sorted out? Were you happy with the way it was handled?

Do you have an advocate or friend/person who helps you speak up for yourself or speaks on your behalf to the service? Would you like to have a friend like this?

Do you have someone who helps you make decisions?

Can you be alone when you want to be?

Are there times when you want privacy and can't get it?

Do you have your own things that belong to you? Can you keep the things that belong to you in a safe place?

Does someone get your permission before they tell other people about you or give out information about you?

What happens when you feel sick? Do you get to choose which doctor you go to?

Do you like the doctor/dentist you go to? Do you get help to understand what is making you sick and what medication you are taking?

**Suggested Questions
for People with
Disabilities About
Standard 6
Promoting Cultural
and Family
Relationships**



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

Where do your family live?

Would you like to see your family more often?

Do you need help to get in touch with your family?

Do you need help to visit your family?

Do you think your family feels comfortable coming to visit you?

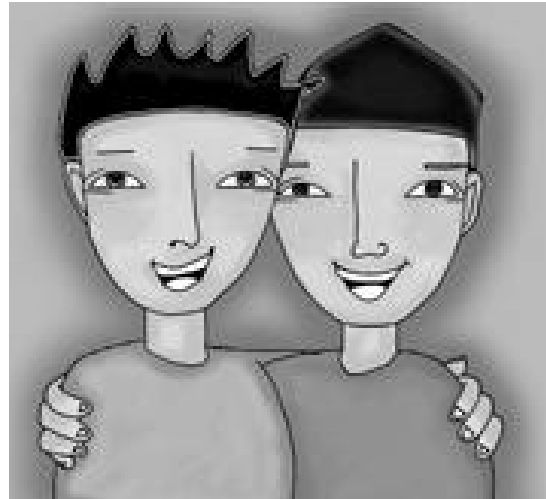
Do you have special memories or stories from your family you would like to talk about? For example do you have a photo album to keep special photos in?

Do you get help to attend special cultural events for example arts festivals, dances, or concerts?

Suggested Questions for People with Disabilities About

Standard 7

Support and Training for Support Workers and Volunteers



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

Do you get a say in who is your support worker?

Do you get to be involved in interviews for new support workers?

Do you like the support workers you have?

Do your support workers help you do the things you want and listen to your opinion?

Are you involved in training your support workers?

How would you like to see your support workers trained?

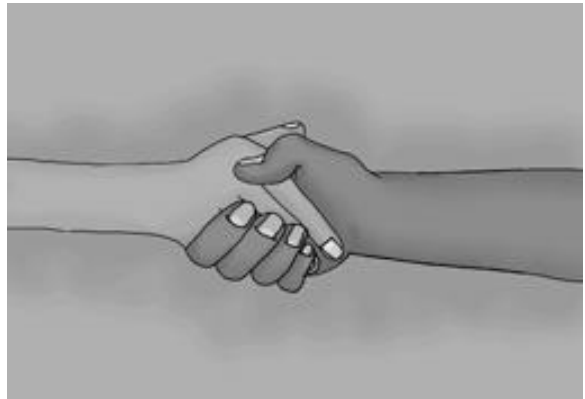
What do you do if you are not happy with a support worker?

If you have made a complaint about a support worker, what happened?

How do you tell a support worker you like them and want them to keep working with you?

What would you do if a support worker you liked were going to leave?

Suggested Questions for People with Disabilities About Standard 8 Consumer-Focussed Service Management



(Note: family members or guardians could also ask these questions on behalf of the person, when the person has difficulty communicating).

Do you know what policies and procedures are?

Do you know what policies and procedures your service has?

Do you know where your service gets its money and what this is for?

Have you got insurance for your house and furniture?

Is it easy to get around in your house? Do you ever have accidents or are you worried about accidents happening in your house?

What happens if there is an accident at your house or when you are out?

If you have reported an accident happening or nearly happening, what did the service do about it?

Do you know what would happen if there was an emergency at your house like a fire or a cyclone?