

## Behaviour Support Team Feedback

Answers to these questions will remain confidential to Customer Check staff. Only a summary of information in an anonymous form will be provided to IDEA to help with evaluation of the impact and merit of the programme.

Please begin by telling us about yourself. This is for statistical purposes only and will not be used to identify you.

What facility/area do you work in?

What is your job title?

What has been your involvement with any facility/s where the Total Communication plan has been developed?

Were you invited to attend the training?

If you attended how would you rate the training? Please ✓

Poor( )      Just OK ( )      OK ( )      Good ( )      Excellent ( )

Tick ✓ who was involved in helping develop the plan:

service users	<input type="checkbox"/>
residential staff	<input type="checkbox"/>
day facility staff	<input type="checkbox"/>
family, whanau,	<input type="checkbox"/>

Others (please describe).

List some of the ideas /strategies you saw being developed as a result of the Communication Plan.

Which of these ideas/strategies were helpful and which of them have you seen being used?

Which of the ideas/strategies did not prove helpful or did not get used?

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Have you noticed any changes in your facility or people since the introduction of the Communication Programme?

How were incidents or referrals for behaviour support affected by implementation of the Communication Programme? Please ✓

Decreased  
( )

Stayed the same  
( )

Increased  
( )

Please comment, or identify if not applicable:

Overall, what would you say worked well with the Total Communication Programme?

What do you think might have been done better?

Do you think the Behaviour Support Team and the Total Communication should work more closely together?

If so, how do you see this working in the future?

If not, why not?

Do you have any further comments about the Total Communication Programme?

☺ Thank you for taking the time to complete this survey your input will help with the further design of the Total Communication programme 👍 - *The CustomerCheck team*. Please return in an envelope and address: - CustomerCheck Freepost 189359 PO Box 214 Clevedon, or fax (09) 2777 660.