

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 do you work in?

What is your job title?

What stage are you in the Communication Programme? Please ✓

Beginning -i.e. still gathering information, undergoing training.	
In the middle – i.e. developing and implementing communication plan	
Near the end – i.e. Strategies implemented near sign off or signed off	

How would you rate the training you received in Total Communication? Please ✓

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

How would you rate the quality of the Communication Plan developed for your facility? Please ✓

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

Tick ✓ who was involved in helping develop the plan:

service users	
residential staff	
day facility staff	
family, whanau,	

Others (please describe).

What kind of support did you get to develop this plan?

From total communication staff (comments) :

From Idea management :

Other:

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 got used?

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

Did the ideas/strategies help people understand more about things like choices, timetables, staff rosters and changes in routine in the facility? Please ✓

Not at all  
( )

A little  
( )

Helpful  
( )

Very helpful  
( )

Extremely helpful  
( )

Were these ideas/strategies useful to people when they were in other places outside of your facility? Please ✓

Not at all  
( )

A little  
( )

Helpful  
( )

Very helpful  
( )

Extremely helpful  
( )

Are you able to give examples?

Have you noticed any changes in your facility 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:

Have people's engagement in the community altered as a result of introducing the Communication Programme? Please ✓

Not at all  
( )

A little  
( )

Some  
( )

Increased  
( )

Increased markedly  
( )

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

What do you think might have been done better?

What needs to happen to make sure it carries on, i.e. it is still being used in your facility in three years time?

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.