

Consumer Empowerment Survey –

If possible use stories to illustrate your experiences.

- This can be approached in a very flexible way – for example you may use one story that covers a number of the empowerment principles. Please use the back of the sheet if you require more space.

(If you would rather call me to tell your story instead of writing you are more than welcome to do so.)

- This is an anonymous survey – your name will not be attached to any comments you make.
- Both positive and negative comments are welcome.

Part 1 – Trying to find or access services

1. In your experience, when trying to find and access services how easy or difficult did you find the process?

2. Using 3 key words, how would you describe the initial contact with community services?

Part 2 – Empowerment Principles

Empowerment Principle 1 - “Ask not tell”

3. In the planning of the service (or any interaction with services), were you asked what **your** needs and requirements were? Were you involved in planning who would provide the service and when it was provided?

Empowerment Principle 2 - “Individuals will have influence over all aspects of the services they receive”

4. Do you feel that you have any ongoing influence over the service you receive? To help with answering this question please refer to the following:

- a) Do you feel you have a say in how the service is delivered?
- b) Is the service flexible when needed?
- c) Do you feel that you are a partner in the service, in terms of decision making?

Empowerment Principle 3 - *“Information about the service will be provided”*

5. Do you have regular contact with staff to discuss the service and develop trusting relationships? How does your relationship with the worker impact on the service?

6. Is information readily available and provided in different formats eg brochures, manuals, interviews?

Empowerment Principle 4 - *“People’s relationships and roles will be nurtured and supported by the way in which services are provided”*

7. Do you feel the service you receive compliments and respects your role and does not try to ‘take over’?

Empowerment Principle 5 - *“Each person will be considered as a unique individual”*

8. Has the service spent time to understand what is important to you?

Or...Has the service made assumptions about your needs and the service you receive?

Empowerment Principle 6 - *“People are confident that there will be no consequences as a result of requesting change”*

9. Do you feel confident about requesting changes to the service you receive? Are you confident to ask for a different worker, different tasks to be completed by the worker, different time etc.