

Satisfaction with DHHS Q&S Framework

1. Overview

TasCOSS is conducting this confidential survey of its members and other DHHS funded community service organisations to judge their level of satisfaction with the new DHHS Quality and Safety Framework.

TasCOSS supports the continual improvement of quality and safety in service delivery. However, we have heard many comments about the Framework from our members and we are concerned about a number of its aspects.

Through this survey we hope to gain evidence of the impacts and benefits of the Framework to present to government to influence its future development.

Please make time to provide this valuable feedback. We've kept it as short as possible, so it should take no more than 10-15 minutes.

Only aggregated and/or de-identified information will be published from the survey, ensuring that responses from any one organisation can not be identified in any way.

Kind regards,

Tom Muller, CEO

If you have any questions please contact:

Tim Tabart, Industry Development Unit

Email: Tim.Tabart

Phone 6231 0755

1. What is the name of your organisation? [Optional]

* 2. What size is your organisation? [You may tick more than one box]

0-10 Paid employees

0-10 Volunteers (not including Management Committee or Board)

11-25 Paid employees

11-50 Volunteers

More than 25 Paid employees

More than 50 Volunteers

3. Have you completed the *Quality and Safety Self Report - Initial Workbook*?

Yes

No. Have begun but not completed the Workbook.

No. Have not begun the Workbook.

Comments

Satisfaction with DHHS Q&S Framework

4. Have you completed the *Incident, Compliments and Complaints* reporting?

Yes

No. Have collected information but not completed the report.

No. Have not collected information.

Comments

5. Approximately how long did you spend on the Initial Workbook?

	<8 hrs	9-19 hrs	20-29 hrs	30-39 hrs	40-49 hrs	50-59	60+ hrs
Total time (staff + volunteers/Board/Committee)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Board/Committee time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other Volunteer time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

6. How did you arrive at this estimate of the time spent on the Workbook?

Time spent was recorded.

It was an estimate.

Other (please specify)

7. After submitting your Workbook, have you received any feedback from DHHS? (Tick all applicable categories)

Not applicable. We have not submitted Workbook.

Letter acknowledging receipt of our completed Workbook.

Feedback on our level of compliance or non-compliance with the Safe Environment Standards.

Feedback on our responses to the other Standards.

Other (please specify)

Satisfaction with DHHS Q&S Framework

2. Benefits and Impacts

1. What benefits have there been from doing the Workbook? Please rate the following potential benefits.

	Significant benefit	Moderate	Little	No benefit
Provided a useful review process	jn	jn	jn	jn
We have identified areas for improvement	jn	jn	jn	jn
Has prompted us to update some policies and procedures	jn	jn	jn	jn
Alerted us to important areas of health and safety	jn	jn	jn	jn
Involved staff and volunteers in a consideration of quality and safety	jn	jn	jn	jn

Other (please specify)

2. Has completing the Workbook had any negative impacts on your organisation? Please rate the following.

	Significant impact	Moderate	Little	No impact
Very time consuming	jn	jn	jn	jn
Led to a reduction in service delivery (please give details below)	jn	jn	jn	jn
Distracted us from service delivery	jn	jn	jn	jn
Distracted us from service planning	jn	jn	jn	jn
We had to reduce or reschedule holidays	jn	jn	jn	jn

Other Impacts (please specify) and/or Details/Comments

* 3. Overall, how satisfied are you with DHHS's approach to Quality and Safety?

jn Highly dissatisfied

jn Dissatisfied

jn Neutral

jn Satisfied

jn Highly satisfied

Satisfaction with DHHS Q&S Framework

4. Please state if you agree or disagree with the following statements.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
Organisations should be constantly improving the quality and safety of their services.	jn	jn	jn	jn	jn
Organisations should be publicly accountable for the quality and safety of the services they deliver.	jn	jn	jn	jn	jn
Over time, I believe DHHS's current approach to Q&S will assist my organisation to improve its quality and safety.	jn	jn	jn	jn	jn
Over time, I believe DHHS's current approach to Q&S will lead to improvements in quality and safety across community service organisations.	jn	jn	jn	jn	jn
The DHHS Framework is a one-size fits all approach not suited to my particular organisation.	jn	jn	jn	jn	jn

Do you have any comments?

5. The following statements relate to the Self Report - Initial Workbook. Please say if you agree or disagree with them.

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
The level of detail requested in the Initial Workbook is reasonable.	jn	jn	jn	jn	jn
The questions in the workbook are straightforward to understand.	jn	jn	jn	jn	jn
More explanatory information, in addition to the Glossary, would be helpful.	jn	jn	jn	jn	jn
Organisations should be financially compensated for the work needed to complete the Initial Workbook and the future workbooks.	jn	jn	jn	jn	jn

Comments:

Satisfaction with DHHS Q&S Framework

6. The following statements relate to the new Incidents, Compliments and Complaints monitoring requirements. Please say if you agree or disagree with them.

	Strongly disagree	Disagree	Not sure	Agree	Strongly agree
The data we collect for DHHS will be directly useful to us to help improve our services.	jñ	jñ	jñ	jñ	jñ
I am happy with the reporting requirements and specified procedures for serious incidents (SAC 1 and 2).	jñ	jñ	jñ	jñ	jñ
I am happy with the reporting requirements and specified procedures for non-serious incidents (SAC 3 and 4).	jñ	jñ	jñ	jñ	jñ
I am confident that DHHS will be able to provide regional or statewide trend data that will be useful and timely for my organisation.	jñ	jñ	jñ	jñ	jñ
DHHS should provide information, tools and/or resources to help us establish systems to record and report incidents, compliments and complaints.	jñ	jñ	jñ	jñ	jñ
The costs of meeting the current reporting obligations for incidents, compliments and complaints outweigh the benefits.	jñ	jñ	jñ	jñ	jñ

Comments:

Satisfaction with DHHS Q&S Framework

3. Suggestions

1. Do you have any suggestions for improving the approach to quality and safety improvement and accountability?

2. Do you have suggestions about how TasCOSS should respond?

3. We would like to know why you may, or may not, raise concerns or complaints with DHHS on issues such as their Reform Agenda, including Quality and Safety. Do you agree or disagree with the following?

	Strongly disagree	Disagree	Neutral	Agree	Strongly agree
I am confident DHHS will hear and respond to my concerns.	jn	jn	jn	jn	jn
There have been no issues of enough concern to warrant contacting DHHS.	jn	jn	jn	jn	jn
I/we have been too busy with other priorities.	jn	jn	jn	jn	jn
I am concerned about negative repercussions on myself or my organisation.	jn	jn	jn	jn	jn