

South Western Sydney Carer Respite Centre [letterhead]

Hello. This is [interviewers name] with the South Western Sydney Carer Respite Centre, may I please speak with [carers name]?

[If carer not available, make an appointment to call back]

[If person answering the phone is not the same person to be interviewed, repeat the introduction]

The Carer Respite Centre is currently conducting a carer satisfaction study to improve our service. You were selected as part of the sample, and should have received a letter a few weeks ago about the survey. I was wondering if now was a good time to ask you a few questions?

Just before we start, it is important that I get your official consent to be part of the study, so if you could just confirm two things for me: Firstly, do you understand what the survey is about? YES/ NO

[If no, use prompt 1 to clarify]

And secondly, Do you agree to take part in the survey? YES/ NO

[If no, discuss their concerns, and use relevant prompts [1 & 2] to encourage participation. If client strongly objects, record that consent was not given and the reasons given by the carer, thank the carer for their time, and terminate interview.]

Demographics of carer and care recipient.

First of all, I just need to ask you a few questions about yourself so that it is easier to analyse our results:

1. Which of the following age groups do you fall under?
 - 1.1. Under 15
 - 1.2. 15-24
 - 1.3. 25-44
 - 1.4. 45-59
 - 1.5. 60+

2. Are you male or female?
 - 2.1. Male
 - 2.2. Female

3. Who is it that you care for? *[use this term to refer to the care recipient for rest of interview]*
[Do not read aloud, circle most appropriate]
 - 3.1. Parent
 - 3.2. Parent in law
 - 3.3. Partner
 - 3.4. Child
 - 3.5. Grandchild
 - 3.6. Other relative
 - 3.7. Neighbour or friend

4. How long have you been caring for your [care recipient]?
[Do not read aloud, circle most appropriate]
 - 4.1. 0-2 years
 - 4.2. 3-9 years
 - 4.3. 10+ years

5. Why does your [care recipient] need a carer?
 - 5.1. _____

 - 5.2. *[If no diagnosis given, ask carer]* Do they have an official diagnosis? _____

6. How often would you assist with the following tasks?
- | | | | | |
|--|--------|-----------|--------|-------|
| | Always | Sometimes | Rarely | Never |
|--|--------|-----------|--------|-------|
- 6.1. Showering and/or dressing
 - 6.2. Cooking
 - 6.3. Feeding
 - 6.4. Toileting
 - 6.5. Housework
 - 6.6. Shopping
 - 6.7. Money Management
 - 6.8. Transport
 - 6.9. Communication
 - 6.10. Mobility
 - 6.11. Medication
 - 6.12. Laundry
7. How old is your [Care recipient]?
- 7.1. Under 4 years
 - 7.2. 5-14
 - 7.3. 15-24
 - 7.4. 25-44
 - 7.5. 45-59
 - 7.6. 60+
8. Is your [care recipient] male or female *[If not disclosed earlier in interview]*?
- 8.1. Male
 - 8.2. Female
9. Do you live with your [care recipient]?
- 9.1. Yes
 - 9.2. No
 - 9.2.1. If no, does the care recipient live alone? YES/ NO
10. Do you identify as being any of the following?
- 10.1. Aboriginal
 - 10.2. Torres Strait Islander
 - 10.3. From a Non-English Speaking Background?
 - 10.3.1. *[If yes]*, What language(s) do you speak at home? _____
 - 10.3.2. What is your country of birth? _____
 - 10.3.2.1. *[If a language other than English]*, Would you like an interpreter to assist with this conversation? YES / NO *[if yes, thank the client for their time, and assure that you will get back to them to make an appointment time that is convenient to all parties]*
11. Which of the following best describes your main source of income?
- 11.1. Own paid work (full time)
 - 11.2. Own paid work (part time)
 - 11.3. Income of partner or other relative
 - 11.4. Superannuation/ annuity
 - 11.5. DSS or Veterans Affairs (eg: carer, age, service pension)
 - 11.6. Savings or investments
 - 11.7. Other _____
12. Are you the sole carer/ principal carer? YES / NO
- 12.1. *[If no]*, who else helps? _____
13. Do you have any other services involved?
[Do not read, circle all listed]
- 13.1. Home Care
 - 13.2. Home nursing
 - 13.3. Meals on Wheels

- 13.4. Community Aged Care Package
- 13.5. Vital Call
- 13.6. Any others? _____

SWSCRC Services received

- 14. How did you find out about SWSCRC?
 - 14.1. Advertisements/ media
 - 14.2. ACAT
 - 14.2.1. if yes, who in ACAT? _____
 - 14.3. Other health professional or health service? _____
 - 14.4. Other carer
 - 14.5. Other? _____

- 15. Which of the four aspects of the SWSCRC service did you receive?
[Allow multiple answers]
 - 15.1. Information *[prompt 3]*
 - 15.2. Education *[prompt 4]*
 - 15.3. Support *[prompt 5]*
 - 15.4. Respite *[prompt 6]*

- 16. Information: *[see prompt 3]*
 - 16.1. What information did you receive? _____

- 16.2. On a scale of 1-5:
 - 16.2.1. How useful did you find the information you received?
 - 16.2.2. How accessible did you find the information?
 - 16.2.3. How timely did you find the information?
 - 16.2.4. Overall, how satisfied were you with the information you received?
- 16.3. Was it the type of information you felt you required? YES/ NO
- 16.4. What other information services do you feel you would use, or you think are required?

- 16.5. Has it made a difference to your role as carer?? (?how to word this)
- 16.6. Any other comments? _____

- 17. Education *[see prompt 4]*
 - 17.1. What education services did you receive? _____

- 17.2. On a scale of 1-5:
 - 17.2.1. How useful did you find the education services you received?
 - 17.2.2. How accessible did you find the education services?
 - 17.2.3. How timely did you find the education services?
 - 17.2.4. Overall, how satisfied were you with the education services you received?
- 17.3. Were they the type of services you felt you required? YES/ NO
- 17.4. What other education services do you feel you would use, or you think are required?

- 17.5. Has it made a difference to your role as carer?? (?how to word this)
- 17.6. Any other comments? _____

18. Support *[see prompt 5]*

18.1. What support services did you receive? _____

18.2. On a scale of 1-5:

18.2.1. How useful did you find the support services you received?

18.2.2. How accessible did you find the support services?

18.2.3. How timely did you find the support services?

18.2.4. Overall, how satisfied were you with the support services you received?

18.3. Were they the type of services you felt you required? YES/ NO

18.4. What other support services do you feel you would use, or you think are required?

18.5. Has it made a difference to your role as carer?

18.6. Any other comments? _____

19. Respite: *[see prompt 6]*

19.1. What respite services did you receive? _____

19.2. On a scale of 1-5:

19.2.1. How useful did you find the respite services you received?

19.2.2. How accessible did you find the respite services?

19.2.3. How timely did you find the respite services?

19.2.4. Overall, how satisfied were you with the respite services you received?

19.3. Were they the type of services you felt you required? YES/ NO

19.4. What other respite services do you feel you would use, or you think are required?

19.5. Has it made a difference to your role as carer?? (?how to word this)

19.6. Any other comments? _____

20. Have you used the 1800 number? YES/NO

20.1. Why or why not?

20.2. Were you aware of the 1800 number? YES/NO *[if no, see prompt]*

21. Have you received the free Carer Support Kit available through the Carer Resource Centre?

YES/NO *[if no, see prompt]*

21.1. Were you aware that the free Carer Support Kit is available? YES/NO

22. Have you received the Carer Contacts booklet produced by the Carer Support Service? YES/NO

[if no, see prompt]

22.1. Were you aware that the Carer Contacts booklet is available? YES/NO

23. Have you ever done an Emergency Care Plan outlining what needs to be done should something happen to you? YES/NO

23.1. Would you be interested in attending a course about how to develop an Emergency Care Plan? YES/NO

Opinion/feedback questions

24. Will you use SWSCRC again? YES / NO

24.1. Why or Why not?

25. On a scale of 1-5, what was your overall level of satisfaction with the service provided by SWSCRC?

26. What influenced this level of satisfaction?

27. What do you believe the future direction of the service should be?

28. Do you believe that being a carer has influence/affected you life? If so, how?

Interviewer comments/ observations:

Prompts for FAQ's

1) Why are you doing the survey? What's the survey for/ about?

Because we are a continually expanding service we are always having to make changes to the way we do things to make ourselves more efficient. However, in the four years of the service, we have not yet asked you, the clients, if you feel that what we are doing is effective. So this survey is designed to ask you which services you used, and if you were satisfied with the services that you received. We need both the positive and negative aspects of your experience, so that when we get the results we know which aspects of the service we should keep, and which we need to improve.

2) Is it confidential? If I say negative things will you stop giving me respite?

We have helped over 1200 carers in the last 12 months, and of those we are aiming to interview 200 people. You were randomly selected to be in that group of 200, and that's why I'm ringing today. After you have completed the survey, your name will be removed from the information you have given me. We will have to keep a list of all the people we have called to make sure that we don't call you twice, but after all the surveys have been done, this list too will be destroyed. This means that no one will know any of the information you have given me, and it can in no way affect the services that you receive in the future.

3) What do you mean by Information services?

Information is things like pamphlets about services available to you, and advice about things over the phone. The same thing may fall into more than one category, and different people may see the same activity as a different service.

4) What do you mean by education services?

The South Western Sydney Carer Respite Centre is responsible for educating carers about their rights and responsibilities, such as providing education about the services available and how to use them, as well as more formal education through services like the Carer Skills Program. The same thing may fall into more than one category, and different people may see the same activity as a different service.

5) What do you mean by support services?

These include things like the carer support groups which are held in some areas, referral to counsellors, or just someone on the phone to have a chat to. The same thing may fall into more than one category, and different people may see the same activity as a different service.

6) What do you mean by respite services?

The South Western Sydney Carer Respite Centre does not provide respite services directly. However, we can help you to organise respite options, as well as providing funding for emergency or crisis respite when it is needed. The same thing may fall into more than one category, and different people may see the same activity as a different service.

7) The 1800 number

Throughout Australia you can contact your local Carer Respite Centre by calling a freecall number, 1800 059 059. This has been put in place to allow you to contact the agency which has local knowledge about your area. I can send you out some information about the Carer Respite Centre, including the 1800 number if you'd like? *[if yes, not in interviewers comments section the carers name, address and the information they have requested]*

8) Free Carer Support Kits

These kits are available through the Carer Resource Centre. They have a freecall number which will put you in contact with your local Carer Resource Centre, who can then provide you with written information about resources available for carers, as well as sending you a free kit which contains information and ideas about useful contacts and services for carers. Would you like the number of the Carer Resource Centre so that you can contact them for a free kit or some information? *[if yes]*, the number is **1800 242 636**.

9) Emergency Care Plan

An Emergency Care Plan is a written plan of what needs to happen should something happen to you. For example, if you go to the shops and get hurt, then you need to somehow alert the people who are taking care of you that you care for someone else. You may want to carry something in your purse or wear a medic-alert bracelet that identifies you as a carer. Also, if you get taken to hospital, then you [care recipient] will need to have someone to help him while you are away, and if you have recorded somewhere the names and contact details of people who know your [care recipient] and can help, whether they are friends and neighbours or service providers, then it makes it much easier to arrange something that suits everyone and is comfortable, without too much disruption, and you don't need to worry. You can get examples of these kits from the Carer Resource Centre, if you would like their telephone number? 1800 242 636. Here at the Carer Respite Centres, we are thinking of running workshops on how to develop these Emergency Care Plans, would you like me to put you on our list of interested carers to be contacted when we run our first series? *[if yes, record name, address and information requested in the interviewer comments section].*