**Staff Satisfaction Survey**

HOUSE OPERATOR/SILC seeks to provide the best possible service to resident participants and is obliged to comply with NDIS Quality and Safeguards Standards.

Please complete the attached survey and submit your responses to SILC at [staff@silc.coop](mailto:staff@silc.coop?subject=Staff%20Satisfaction%20Survey%20Submission) by DD/MM/YYYY

SILC will record the data on a spreadsheet for analysis. The results will be presented to house operators and staff confidentially.

Please indicate to what extent you agree or disagree with each of the 15 statements by circling the category that best describes your position.

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

Your feedback will be kept confidential.

All staff members will be provided with summary results of the Survey (no names identified)

It will only take a few minutes for you to respond to these surveys, but they will help make HOUSE NAME a better place for staff to work and the participants to live.

Thank you

HOUSE NAME **Staff Satisfaction Survey:**

1. HOUSE NAME promotes the rights of individual clients with a disability

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME promotes the rights of employees

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME acts to support the rights of individual clients with a disability

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME acts to support the rights of employees

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME acts to enable clients to access the community

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME acts to enable clients to participate in the community

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME acts to enable clients to be included in the community

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME helps parents and support workers to set personal goals for clients that are worthwhile

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME adopts a person-centred approach

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. HOUSE NAME deals with complaints quickly, sensitively and appropriately

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. I understand HOUSE NAME’s process for dealing with complaints and grievances

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. Employees of HOUSE NAME have a clear understanding of what is expected of them

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. Employees of HOUSE NAME receive clear and constructive feedback on how well they perform their roles

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. Employees of HOUSE NAME feel trusted and valued by parents and clients

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

1. I intend to remain at HOUSE NAME for at least the next 12 months

Strongly Agree Neither Agree Disagree Strongly

Agree nor Disagree Disagree

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Your Name (optional) Date