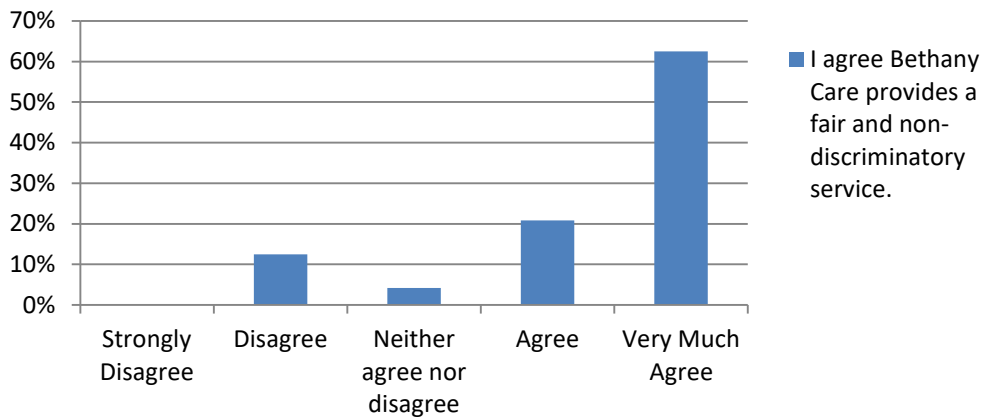
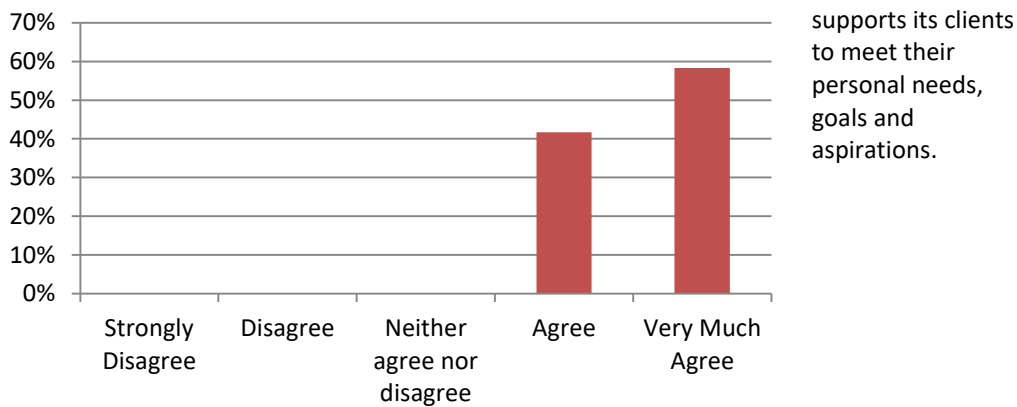


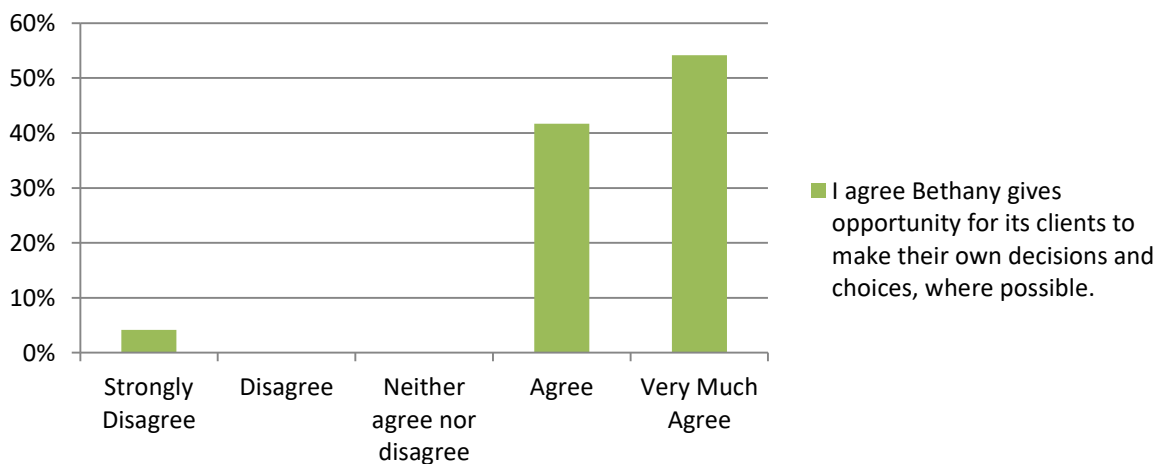
Q1 - I agree Bethany Care provides a fair and non-discriminatory service.



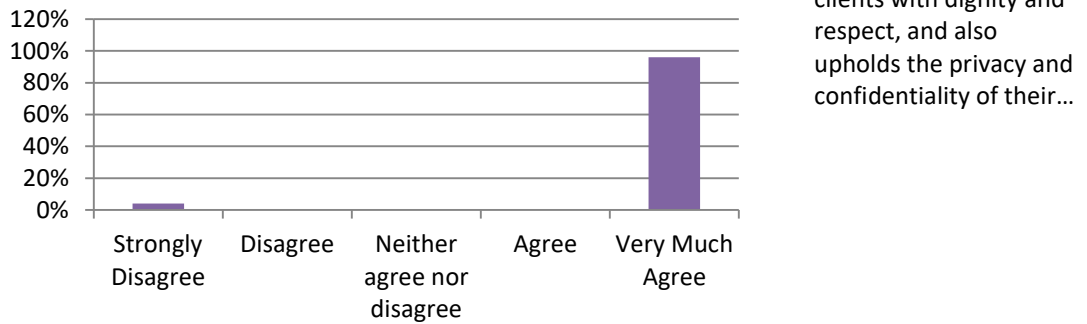
Q2 - I agree Bethany supports its clients to meet their personal needs, goals and aspirations.



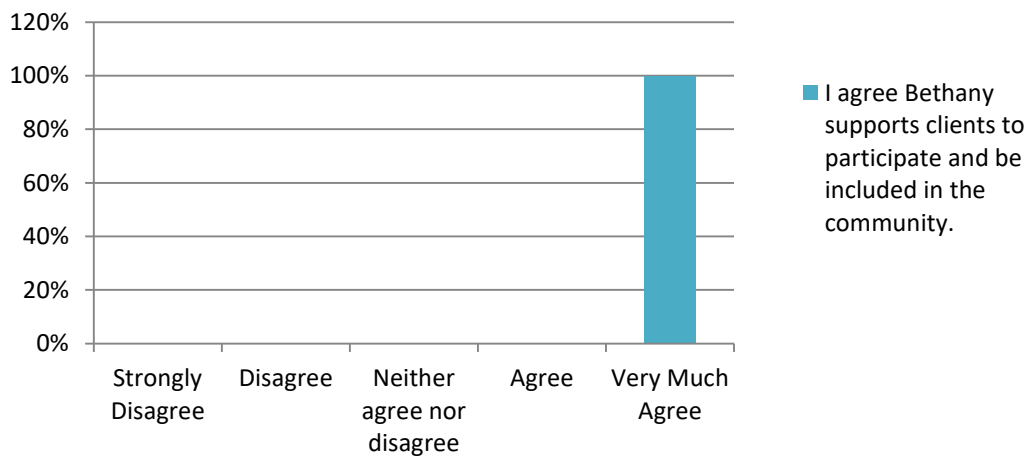
Q3 - I agree Bethany gives opportunity for its clients to make their own decisions and choices, where possible.



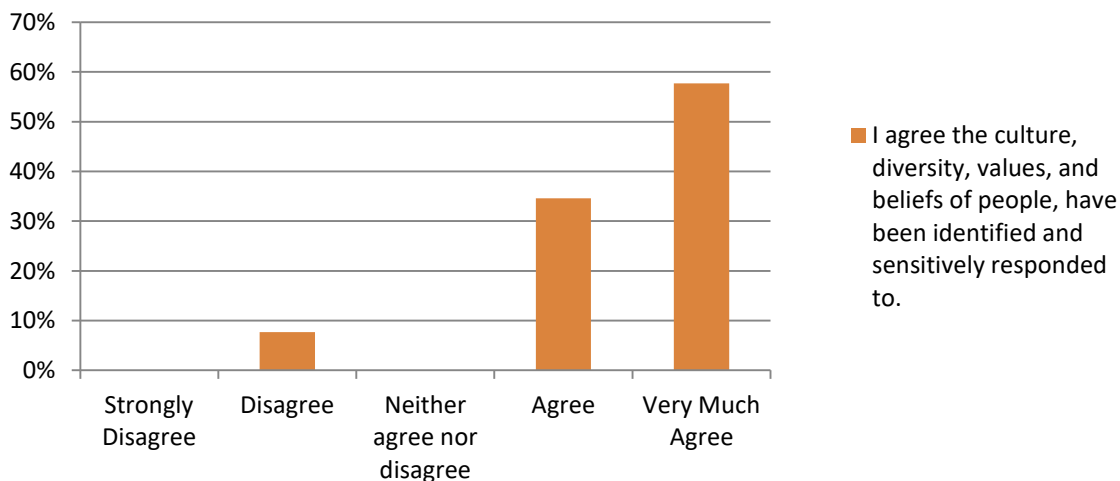
Q4 - I agree Bethany treats its clients with dignity and respect, and also upholds the privacy and confidentiality of their personal information.



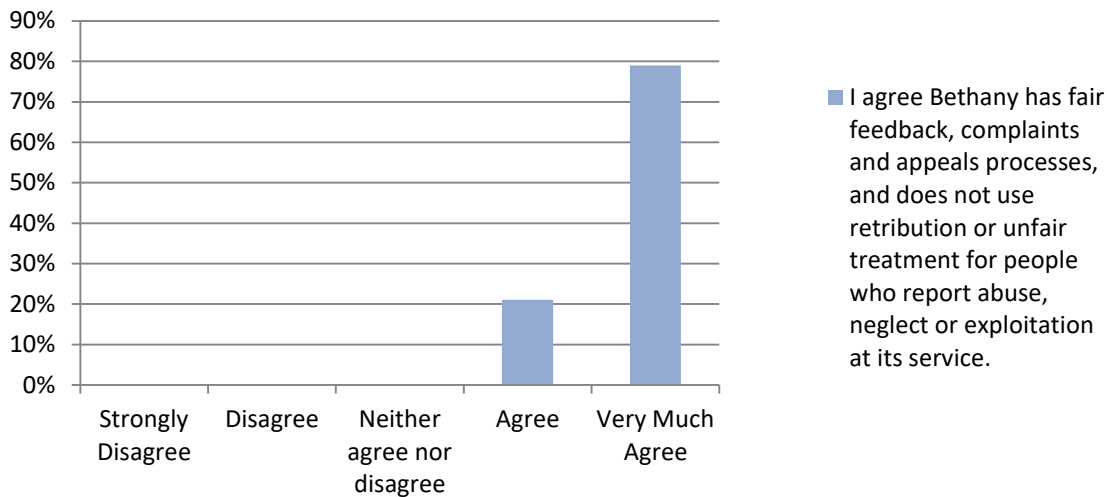
Q5 - I agree Bethany supports clients to participate and be included in the community.



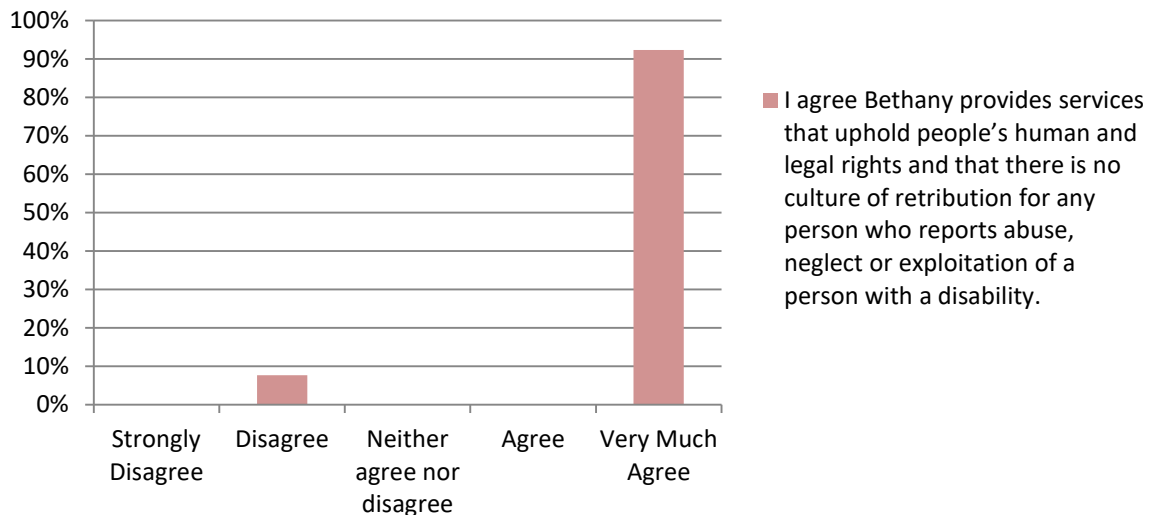
Q6 - I agree the culture, diversity, values, and beliefs of people, have been identified and sensitively responded to.



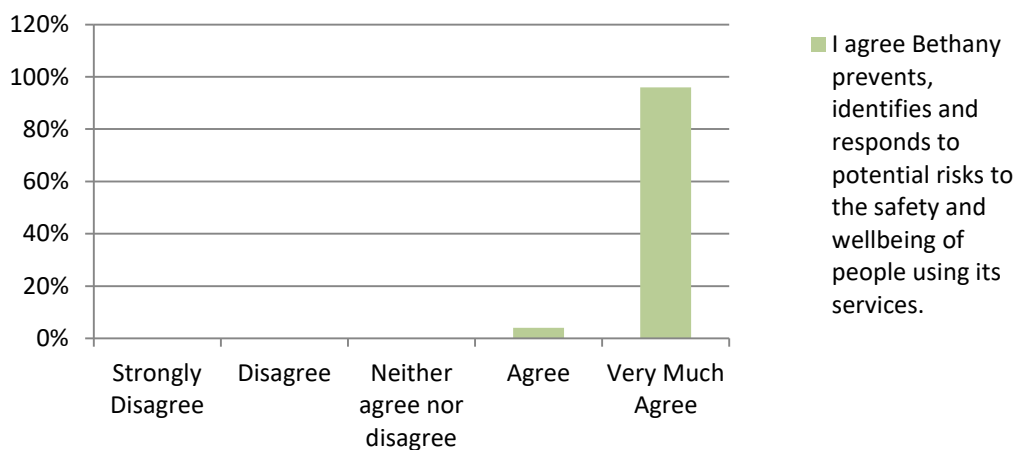
Q7 - I agree Bethany has fair feedback, complaints and appeals processes, and does not use retribution or unfair treatment for people who report abuse, neglect or exploitation at its service.



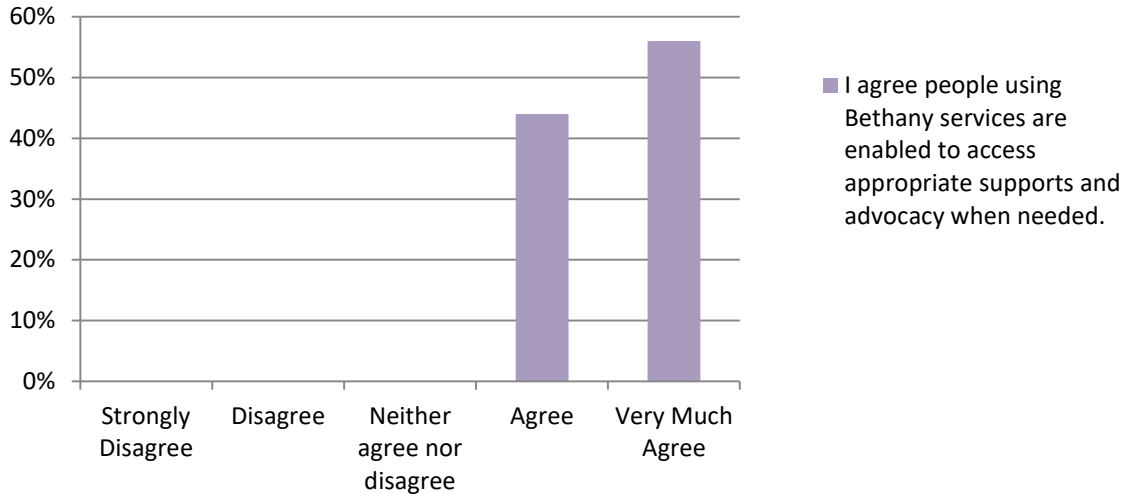
Q8 - I agree Bethany provides services that uphold people's human and legal rights and that there is no culture of retribution for any person who reports abuse, neglect or exploitation of a person with a disability.



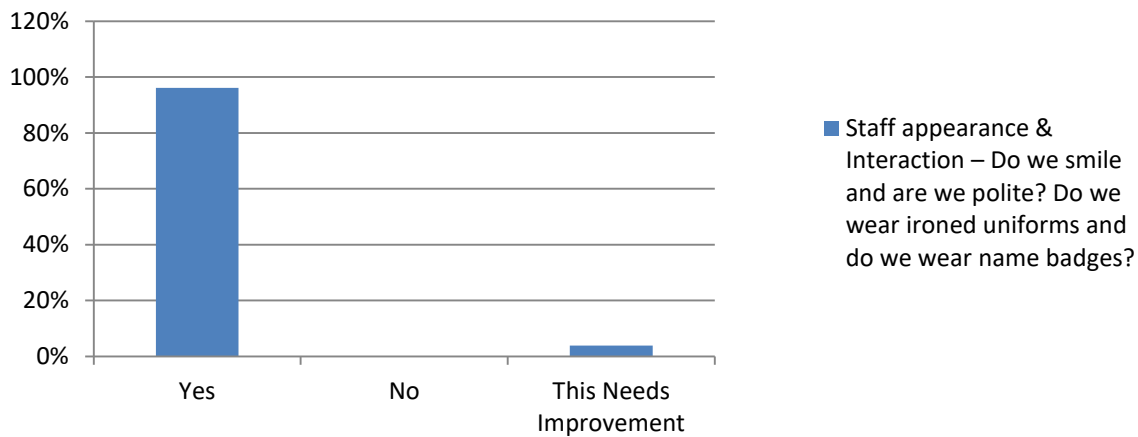
Q9 - I agree Bethany prevents, identifies and responds to potential risks to the safety and wellbeing of people using its services.



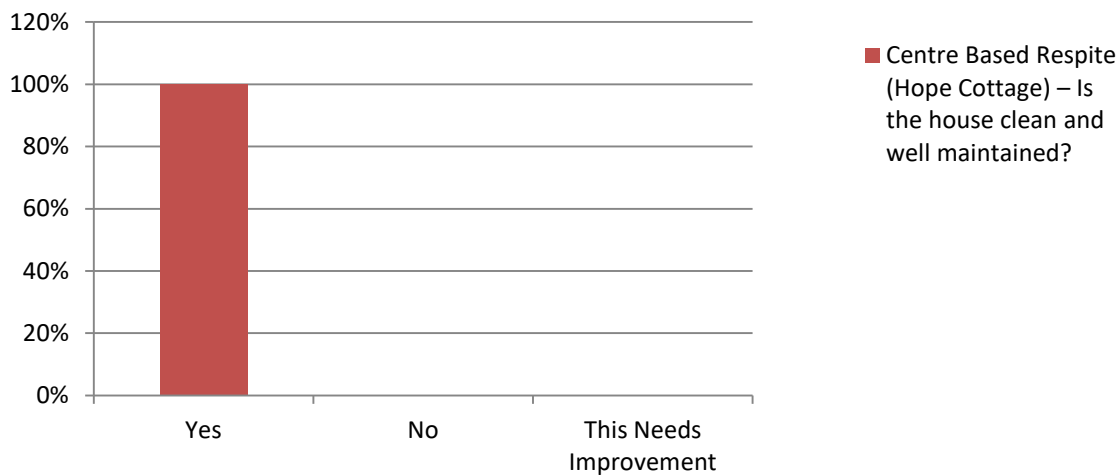
Q10 - I agree people using Bethany services are enabled to access appropriate supports and advocacy when needed.



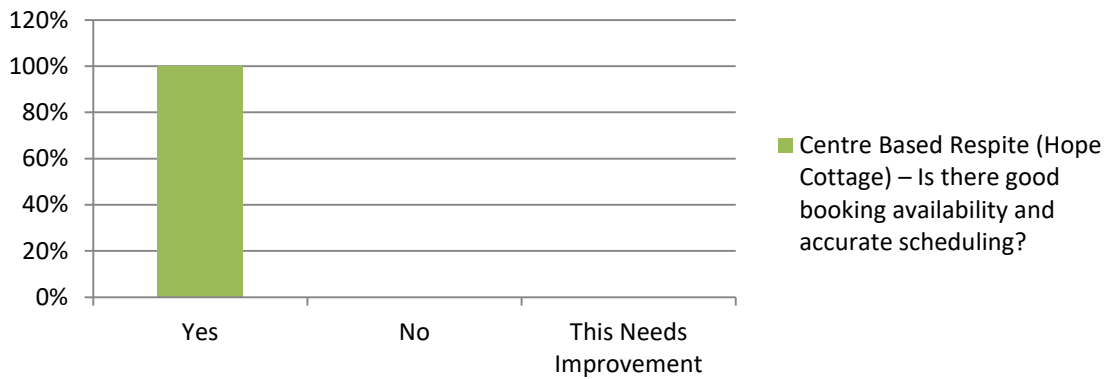
Q11 - Staff appearance & Interaction – Do we smile and are we polite? Do we wear ironed uniforms and do we wear name badges?



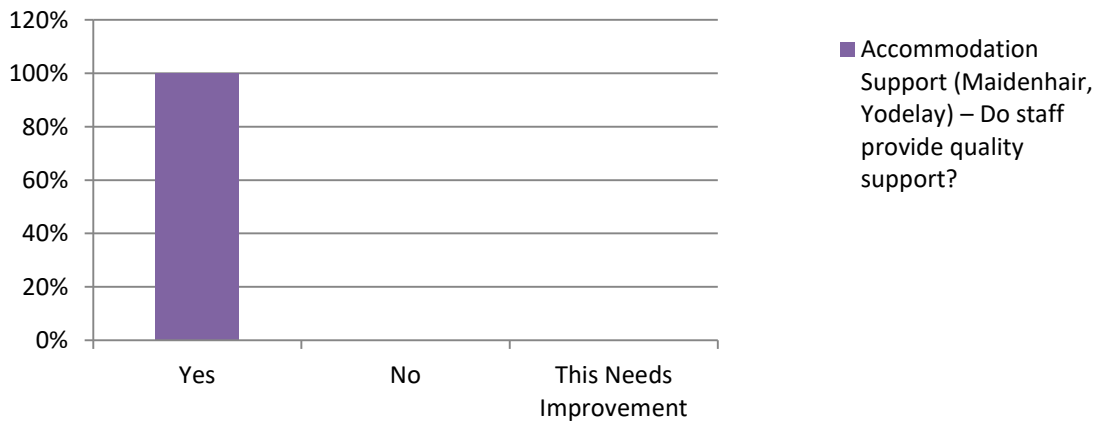
Q12 - Centre Based Respite (Hope Cottage) – Is the house clean and well maintained?



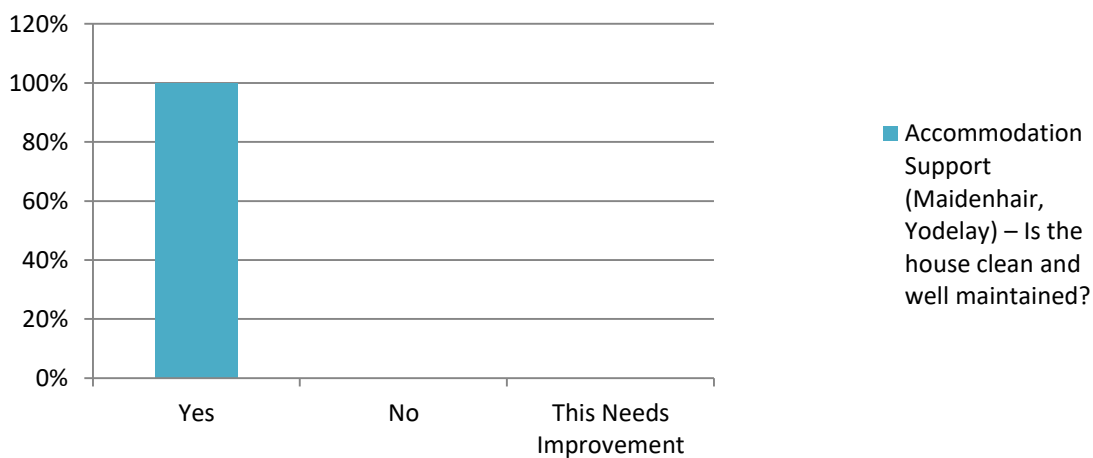
Q13 - Centre Based Respite (Hope Cottage) – Is there good booking availability and accurate scheduling?



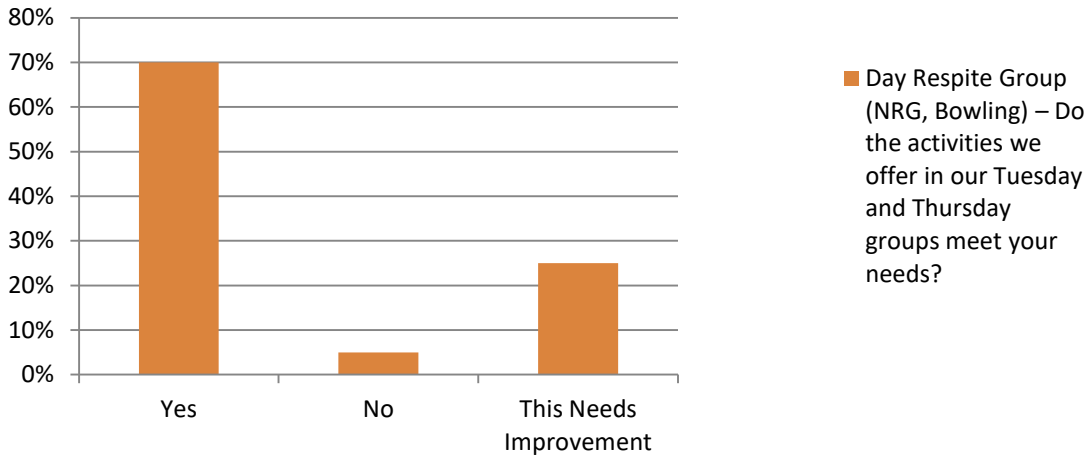
Q14 - Accommodation Support (Maidenhair, Yodelay) – Do staff provide quality support?



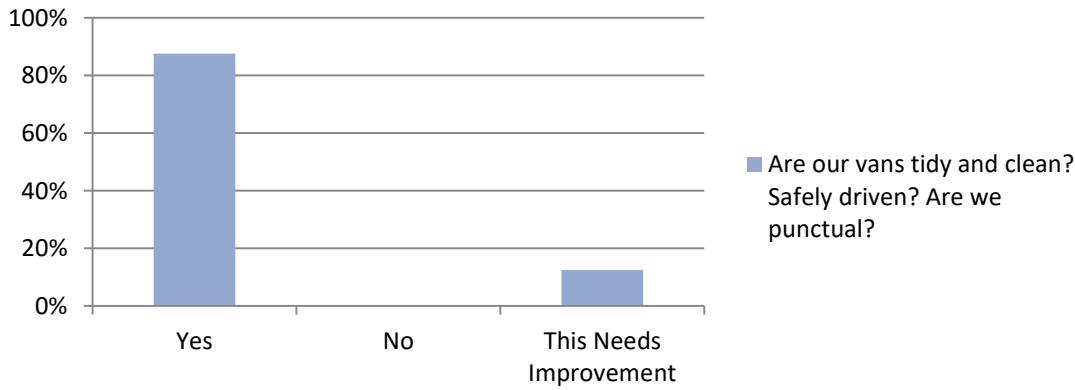
Q15 - Accommodation Support (Maidenhair, Yodelay) – Is the house clean and well maintained?



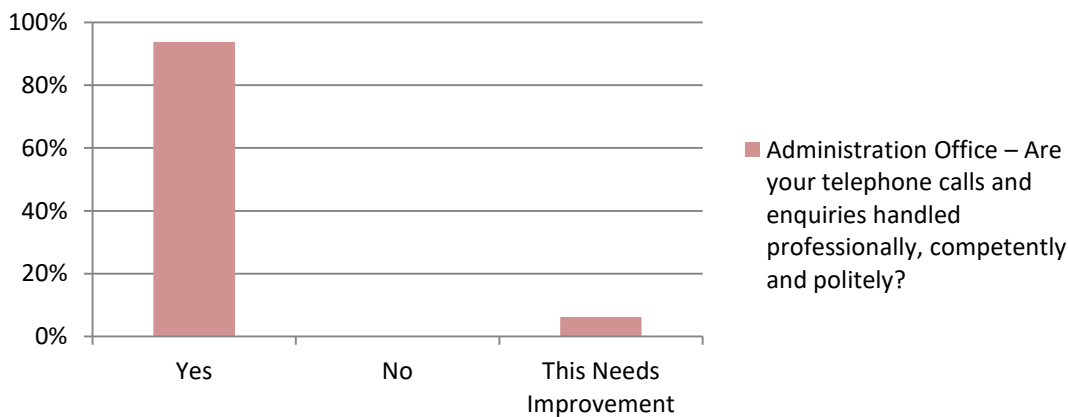
Q16 - Day Respite Group (NRG, Bowling) – Do the activities we offer in our Tuesday and Thursday groups meet your needs?



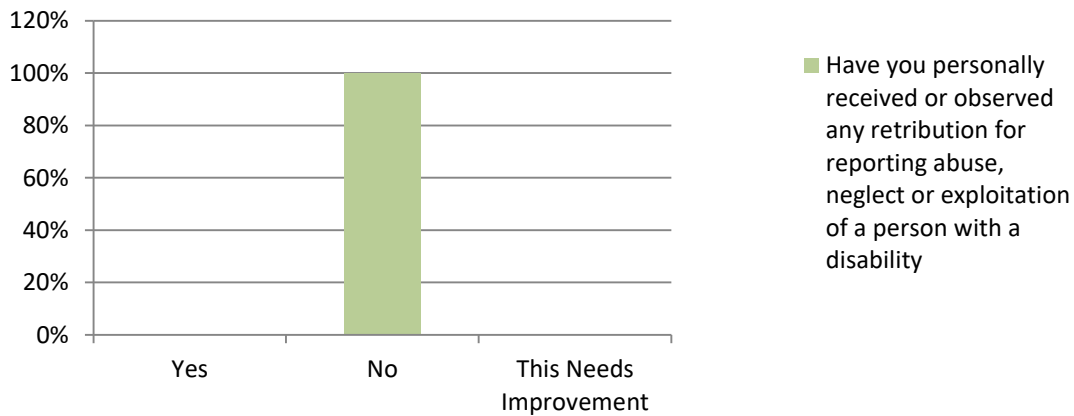
Q17 - Are our vans tidy and clean? Safely driven? Are we punctual?



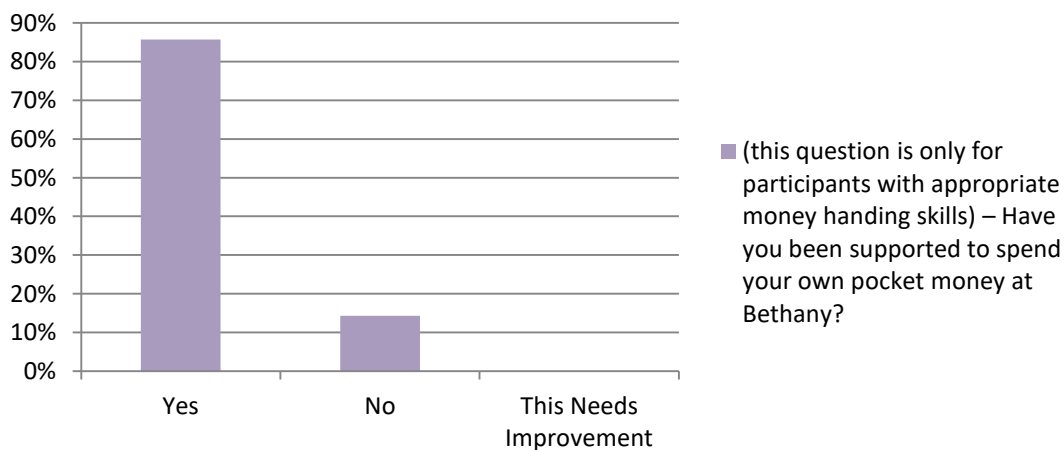
Q18 - Administration Office – Are your telephone calls and enquiries handled professionally, competently and politely?



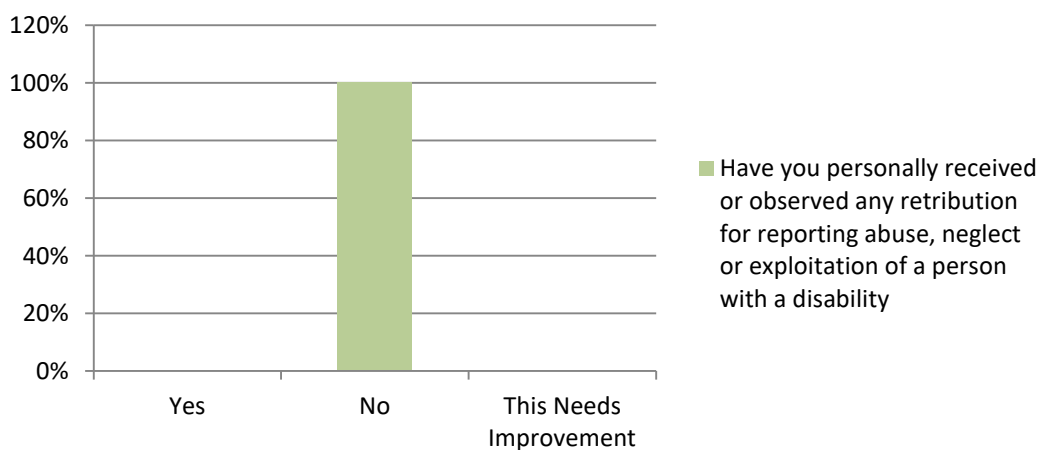
Q19 - Have you personally received or observed any retribution for reporting abuse, neglect or exploitation of a person with a disability



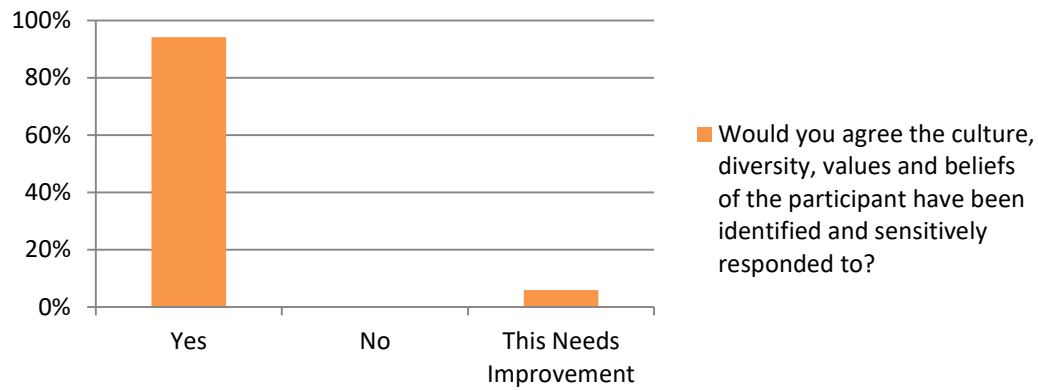
Q20 - (this question is only for participants with appropriate money handing skills) – Have you been supported to spend your own pocket money at Bethany?



Q21 - Have you personally received or observed any retribution for reporting abuse, neglect or exploitation of a person with a disability



Q22 - Would you agree the culture, diversity, values and beliefs of the participant have been identified and sensitively responded to?



Q23 - Overall, how would you rate your experiences with Bethany Care?

