

Research Survey: Carers Profile of the Ideal Support Worker

Purpose:-

We are conducting this survey to ask Carers their opinions of the skills and attributes they value in the staff who provide them with respite services. Surveys will then be collated and used to create a tool which will assist service providers to recruit and train staff better able to meet the needs and expectations of Carers and of Care Recipients.

Confidentiality:-

Completed surveys are posted directly back to Interchange Respite Care (NSW). Surveys completed by respondents are not viewed by any third party organisation.

The publishing or disclosing of data from surveys, cannot be related back to individual respondents.

The provision of personal information is strictly optional.

SECTION 1.

Are you the primary carer of someone who is frail aged or has a disability?

- Yes Please complete this questionnaire
- No Please proceed to the next questions

Are you a significant support person for someone who is frail aged or has a disability?

- Yes Please complete this questionnaire
- No Do not complete this questionnaire

What type of respite support are you and the person you care for, currently receiving?

- Host Family
- In Home Respite
- Peer Support
- Respite Packages
- Centre Based Residential Respite
- Vacation Care/Before & After School Care
- Individual Support
- Centre Based Day Care
- Emergency Respite
- Other alternative support (please specify)

SECTION 2.

The following statements describe a number of skills and attributes.

Use the rating scale provided under each statement, to indicate how important each of these skills or attributes are to you as a carer.

You can do this by circling the word which best describes how you feel about each statement.

A space has been left for any extra comments you may wish to make about each of the skills and attributes listed.

Respite Care Support Workers must be able to develop a rapport with the person they are caring for.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Does the type of respite being offered (eg group support vs individual support) effect your answer?

Respite Care Support Workers should be able to work with little supervision.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Comments:-

It is important that Respite Care Support Workers follow the Organisation's Policies and Procedures.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Comments:-

Respite Care Support Workers must respect confidentiality.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Comments:-

Respite Care Support Workers need to be efficient and manage their time effectively.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Comments:-

It is important that respite care support workers can provide appropriate care to people from other cultural backgrounds.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Is it important that Respite Care Workers have a similar cultural background to those they are providing care for?

Respite Care Support Workers must be able to handle emergencies and solve problems.

Strongly Agree Agree Disagree Strongly Disagree Don't Know

Comments:-

SECTION 3.

As a Carer, what skills and attributes do you value most in a Respite Care Support Worker?

Please use the rating scale provided, to rate the skills and attributes listed below. If you would like to add some additional skills and attributes, please do so in the comments section.

A rating of 1 means this is of most value to you as a carer.

A rating of 3 means this has no value to you as a carer.

1 – most valuable 2 – valuable 3 – not valuable 4 – Not sure

Strong Advocate	Works co-operatively	Follows directions
Displays initiative	Physically fit	Friendly and Approachable
Punctual	Honest and truthful	Trustworthy
Patient	Respectful	Flexible
Good listener	Encouraging	Positive

Comments:-

SECTION 4.

Please answer yes or no to the following questions. A space has been provided for comments which support your response.

Is it important that Respite Care Support Workers have formal qualifications to support the work they are doing eg: a qualification in disability work, aged care or nursing?

- Yes No

Comments:-

Do Respite Care Support Workers need good written communication skills?

- Yes No

Comments:-

Do Occupational Health and Safety Regulations effect how Respite Care Support Workers can deliver respite services to Carers and Care recipients? These may include restrictions on where and when care can take place or the types of activities a service can undertake due to safety issues.

- Yes No

If you ticked “yes”, what effect has this had on the care that you receive?

Should Respite Care Support Workers be able to provide information which is of assistance to you as a Carer? Eg: available services, Centrelink info, etc.

Yes No

What information would be helpful?

Is the gender (ie male or female) of the Respite Care Support Worker a consideration when accepting respite.

Yes No

Why is this?

SECTION 5.

Listed below are some duties and services.

Please indicate whether you believe these are necessary or unnecessary duties of a respite care support worker, in providing respite to carers of people with a disability or those who are frail aged.

Put a tick next to those you believe are necessary and a cross next to those you believe are unnecessary.

A space has been left for any additional comments.

1. Transport (To, from and during respite)
2. Administering medication (orally, topically or by inhaler, not by injection)
3. Manual handling (eg lifting in and out of bed, to and from wheelchair etc)
4. Personal Care (Showering, changing, cleaning teeth, shaving etc)
5. Managing Challenging Behaviour (Including the management of aggressive and wandering or absconding behaviour)
6. Provide meaningful and age appropriate activities during the respite period that is related to the client's case plan.
7. Should these activities include regular community access or community participation?

Comments:-

SECTION 6

Do Respite Care Support Workers have a Duty of Care?

- Yes No

To Whom? (indicate more than one option if necessary)

- The Carer The Care Recipient Other Household Members
 Others (please specify)

Comments:-

Are there any additional skills or attributes of Respite Care Workers, not listed, but which you believe are important?

Are there any additional comments you would like to make?

SECTION 7.

These questions are about your caring circumstances.

1. Your age: _____

2. Your gender (please circle): Male / Female

3. How many people with a disability, or frail aged, are you caring for?
_____ (If more than one, please write any extra information where you can under the questions)

4. Do you identify as Aboriginal or Torres Strait Islander? Yes / No

5. Do you speak a language other than English?
Yes / No If yes, which is your preferred language? _____

6. What area do you live in? (please tick)

Sydney	Illawarra	Hunter
Far North Coast	Blue Mountains	New England
Mid North Coast	Southern Highlands	Riverina
South Coast	Central West	Snowy Mountains/ Queanbeyan
Far South Coast	Far West	

7. What is your relationship to the person you are supporting or caring for?

You are their:

Mother	Husband	Grandmother
Father	Wife	Grandfather
Sister	Uncle	Neighbour
Brother	Aunt	Friend
Son	Daughter	Defacto partner
Boyfriend/Girlfriend		Other (please specify):

About the person you care for: (care recipient)

Their age: _____

Gender: Male / Female

Does the person you are caring for identify as Aboriginal or Torres Strait Islander?

Yes / No

Do they speak a language other than English?

Yes / No If yes, what is their preferred language? _____

What is the disability or primary condition of the person you are caring for?

Intellectual

Physical

Acquired Brain Injury

Dementia

Sensory

Psychiatric

Autism

Frail Aged

Other definitions you use (please specify):

Does the person you are caring for have any additional conditions or diagnosis?

Do you have access to the Internet from your home: _____

Contact Details Strictly Optional. Name: _____

Mail Address: _____

Email /Phone: _____

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