

MontroseAccess Client Survey 2011

Number of surveys distributed = 215

Part 1: Evaluation of services

1. Services Currently Used (51 responses) - multiple responses allowed

a. Therapy Services Regional	82.4% (42)
b. Therapy Services Outreach	15.7% (8)
c. Recreation Services	29.4% (15)
d. Clinics	27.5% (14)
e. Lifestyle and Leisure Services	11.8% (6)
f. In-home respite services	5.9% (3)
g. Children's Residential Respite	3.9% (2)
h. Adult Residential Respite	2% (1)

2. How satisfied are you with the general way that MontroseAccess staff conduct themselves – have you been treated with dignity, respect and professionally at all times? (49 responses)

Very satisfied:	75.5% (37)
Satisfied:	20.4% (10)
Neutral	2% (1)
Not really satisfied	2% (1)

3. How do you find the reliability of our staff with appointments, promptness of written reviews and following up on promised actions? (49 responses)

Very reliable and prompt:	59.2% (29)
Reliable and prompt:	34.7% (17)
Neutral:	4.1% (2)
Very unreliable and not at all prompt:	2% (1)

4. How do you rate the benefit from the therapy services your child has received? (45 responses)

Highly beneficial:	60% (27)
Reasonably beneficial:	24.4% (11)
Neutral:	11% (5)
Not at all beneficial:	4.4% (2)

5. How do you rate the benefit for you or your child of the family support services received? (40 responses)

Highly beneficial:	45% (18)
Reasonably beneficial:	42.5% (17)
Neutral:	8.8% (4)
Not beneficial:	2% (1)

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6. How do you rate the benefit of recreation services for you or your child? (26 responses)

Highly beneficial:	53.8% (14)
Reasonably beneficial:	34.6% (9)
Neutral:	7.7% (2)
Not beneficial:	3.8% (1)

7. How do you rate the benefit for you or your child from the Lifestyle and Support Program? (20 responses)

Highly beneficial:	40% (8)
Reasonably beneficial:	49% (8)
Neutral:	15% (3)
Not at all beneficial:	5% (1)

8. How do you rate the benefit to you or your child from the in-home respite service? (5 responses)

Highly beneficial:	40% (2)
Reasonably beneficial:	20% (1)
Neutral:	40% (2)

9. How do you rate the benefit of the children's residential respite service at Corinda? (7 responses)

Highly beneficial:	28.5% (2)
Reasonably beneficial:	28.5% (2)
Neutral:	42.8% (3)

10. How do you rate the benefit to yourself or your child from the adult residential respite service at Corinda? (4 responses)

Highly beneficial	50% (2)
Neutral	(2)

11. How useful and reliable has the equipment loan pool been for your child/children? (24 responses)

Very Useful and reliable:	87.5% (21)
Reasonably useful and reliable:	8.3% (2)
Neutral:	4.2% (1)

12. What are the three most useful programs that MontroseAccess provided for you or your child this year? For example, art therapy, hydrotherapy, school program, or social groups.

First response (43 responses) can be categorised as follows:

Therapy:	20.9% (9)
Social Groups:	9.3% (4)
School involvement:	16.3% (7)
Shark Bait Kids:	9.3% (4)
Respite:	7% (3)

Second response (30 responses) can be categorised as follows:

Social Group:	16.7% (5)
Therapy:	26.7% (8)
School:	10% (3)
Equipment:	6.7% (2)
In-home Respite:	6.7% (2)
Camps:	6.7 (2)

Further comments included:

“Beautiful and kind people who work with our child in such a gentle way”

“General support, answering questions, attending specialist appointments with us”

Third Response (20 responses) can be categorised as follows:

Therapy:	75% (15)
Therapy for child's emotions:	5% (1)
Hydro-pool:	5% (1)
Resource:	5% (1)
Respite:	5% (1)

Further comments included:

“Outreach service and phone calls to see how we are going”

“Specialist knowledge and advice”

“Nothing this year”

13. Were there any factors which affected you or your child's ability to receive service? For example, lack of transport, difficulty scheduling appointments, staff turn-over, child's or your health

First response (25 responses)

- Staff turn-over and lack of therapy staff (6)
- No barriers (4)
- Distance to travel (3)
- Lack of psychologist in country (need to travel to Bris)
- No communication
- Not much assistance required though staff change- over/moving regions has not helped
- Timetabling appointments into very busy lives
- Timing of recreation activities and minimal options
- Child's and my health

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Second response (7 responses)

- Our extremely busy life with work and children
- Transport
- Lack of assistance for lifestyle and leisure outside metro area
- Staff turn-over (3)
- If assistance was required I'm not sure who to contact.

Third response (4 responses)

- Our child level of anxiety to get involved
- Lateness of knowledge of QTAC offer to know if student receives an offer (mid Jan) and has to move to metro area being practically too late to get a case officer. Also transport.
- Over demand for residential - lack of access

14. Is there anything about our service delivery that you would like to see changed? For example, eligibility, hours of operation, frequency of contact.

First response (19 responses)

- Increased frequency of contact (10)
- No, very happy with everything as it stands now
- Regional MontroseAccess facilities but likely not possibly given disability funding
- I think it is important to expand on the connection DSQ has with MontroseAccess and the importance of ensuring clients families follow through with registration of their child to support MontroseAccess funding
- Unsure what is being done as except for Girls Group / holiday programs, all other services done at school
- Adult respite holidays - taking them away for a week to say Gold Coast. They would of course have to pay more to cover care and accommodation.
- Touching base regularly say at the start of the school year and second semester.
- A more client centred approach, my child only receives OT from MontroseAccess. The other services (especially speech) were significantly lacking in their effectiveness. She is a child who will make great progress if given adequate therapy. The 8 sessions allocated per year per therapist is a woefully inadequate service from an organisation involved in early intervention.
- Respite for younger children available
- Hours of operation for hydro therapy pool i.e. weekends and school holiday
- More contact with other MontroseAccess families as the contact I have had has been very beneficial. Our three year old is a MontroseAccess client, and so in some ways we are still coming to terms with his disability. Meeting other families and the social workers has been very helpful in this regard. We realise it is a marathon, not a sprint.
- Only a little more communication between therapist, MontroseAccess administration and the family

Second response (5 responses)

- Increased services to rural areas
- Number of therapy sessions available to the client
- More one on one physio
- Stop changing around teams and boundaries, has meant reduction in services
- No contact this year from any therapists

Third response (3 responses)

- More staff to help cover rural areas and metro lifestyle and leisure
- Training of physios with other physios who specialise in movement disorders
- No contact for several years for physio therapy

Part 2: Future Service Planning

1. Respite Services - please tick the box of any service you may like to access but currently don't (16 responses)

Residential respite at Corinda:	31.3% (5)
Residential respite elsewhere:	18.8% (3)
Extended residential options e.g. several weeks or months:	12.5% (2)
Extended in-home respite e.g. overnight or a several days:	43.8% (7)
Respite camps in various locations:	68.8% (11)
Respite host families:	6.3% (1)

2. Services for school leavers (10 responses) – multiple answers allowed

Independent Living Training	(5)
Work Skills Training	(5)
Community Access	(4)
Leisure and Social Groups	(7)
Other	(2)

3. Employment Assistance Services (9 responses) – multiple answers allowed

Assistance to Access Further Education and Training options	(7)
Assistance with Work Experience	(6)
Assistance in finding Employment	(8)

4. Accommodation Support (9 responses) – multiple answers allowed

Individual assistance in negotiating funding and carer options for independent living	(6)
Housing with support workers available long or short term for independent living in small groups	(4)
Transitional program for moving from home to independent living	(5)
In-home support to remain Living at Home	(5)

5. Adult Day Services - a day program suited to young adults with primarily physical conditions (11) – multiple answers allowed

Once a week	(4)
Several days a week	(3)
Five days a week	(0)
Brisbane North	(4)
Brisbane South	(1)
Fold Coast	(0)
Sunshine Coast	(2)
Toowoomba	(0)
Elsewhere	(4)

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6. Advocacy Services (11 responses): Provision of independent and confidential advice, information and referral regarding financial, legal accommodation and other support matters.

7. Other comments - First priority (12 responses)

- Unable to comment on above questions, does not yet apply for my daughter.
- We have found the staff very helpful in that we have been able to discuss problems with them and they have either referred us on to someone else or helped us brain storm ideas and solutions
- School holidays care
- Getting timely information re programs
- Montrose is the most helpful and the best support we have
- Assistance to help find accommodation
- Need more info legal wise
- We are satisfied with the service we receive.
- Our son requires little assistance other than the occasional advice to teachers or support staff at school and extra- curricular activities – these are our main requirements.
- Legal advice regarding ongoing care
- I find the staff at Sunshine Coast Office to be immensely helpful, kind and efficient, at all times, have especially appreciated the cooking and art activities on weekly basis, as the children both enjoy and learn each time. Ian has been a great source of enjoyment in his temporary position. Tegan is also a valuable asset to F's continual learning and expectation at school level. I thank them all for their continual dedication, respect and patience.
- Access to the hydro therapy more than once per week. Access to developmental physiotherapy. If there is a lack of therapists at MontroseAccess then perhaps the resources need to be put into respite.

Other comments - Second priority (8 responses)

- Having time just to sit and talk to the staff has been useful as it helps get matters clear in my head
- Provision of holiday programs would be great!
- we look forward to seeing them everytime
- Assistance to learn how to drive
- Family support
- We don't access a lot of support from Montrose
- Other assistance asked for were exercise advice and plans to follow.
- The rec team and residential team to develop weekends where children are aligned with children of a similar age and interest.

Other comments - Third priority (5 responses)

- Knowing that if I ring and someone will ring me back to talk to me has been very useful. Also having a mother's art weekend was useful
- They encourage me and help me to keep going
- Psychologist/councillor for young adults to talk thing through with
- But when we need them they are there for us!
- Daily vacation care program. As a working parent it is impossible to obtain appropriate programs. Recreation team and residential to combine during these times. Many families are now double income due to financial stress and more support is needed from specific agencies such as MontroseAccess. Perhaps also being able to pool in-home hours during the semester to use in holiday time.

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