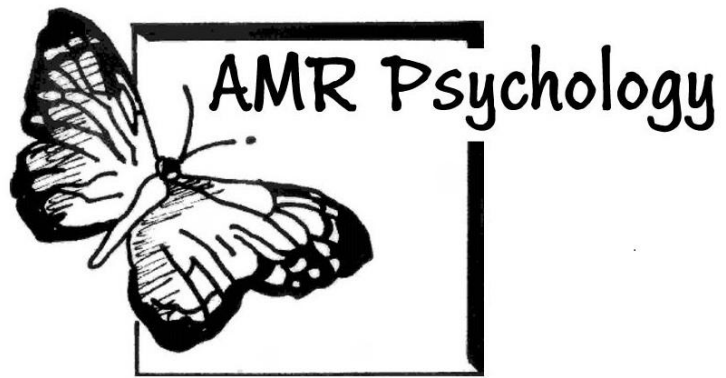
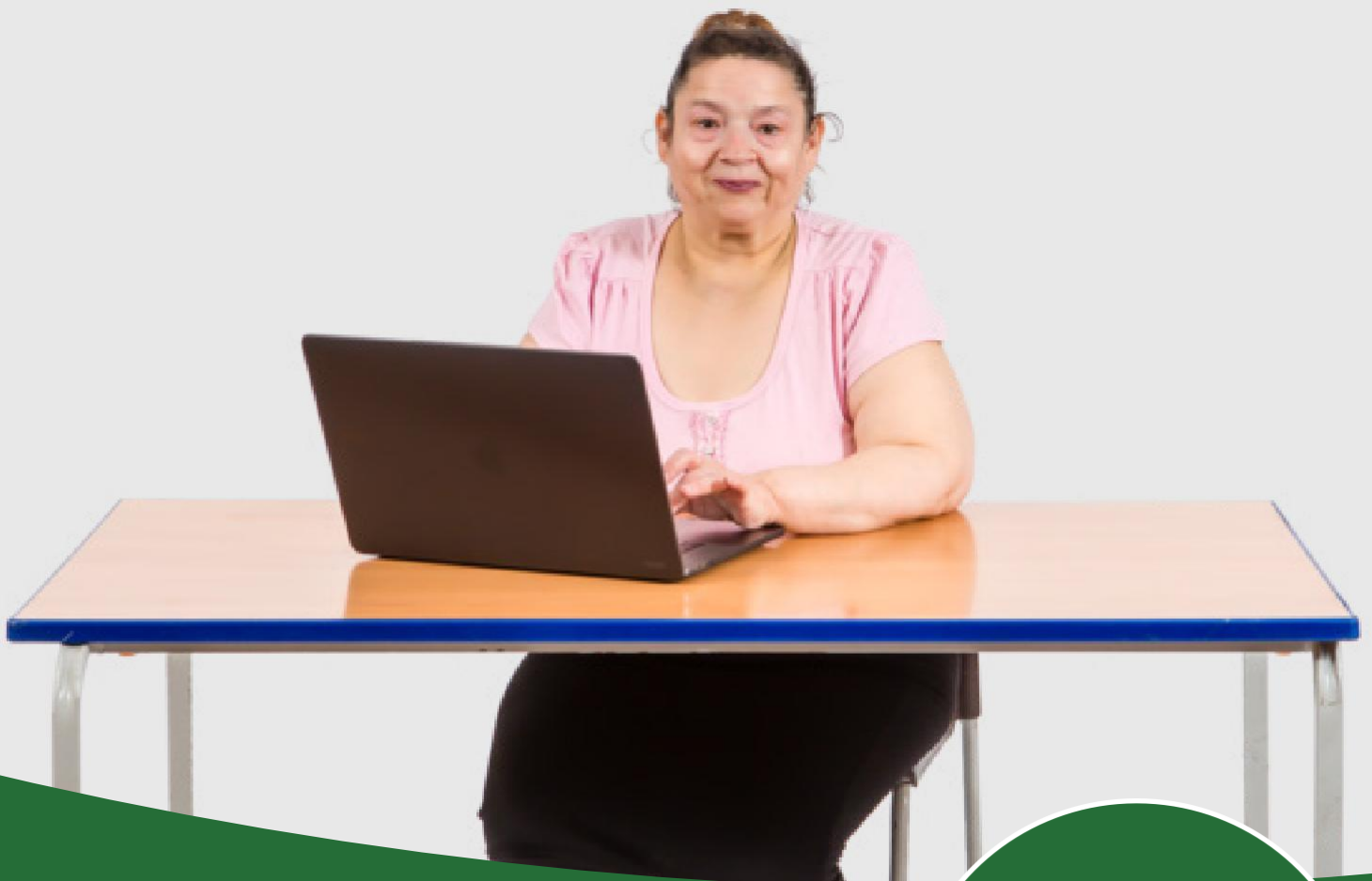




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Feedback survey

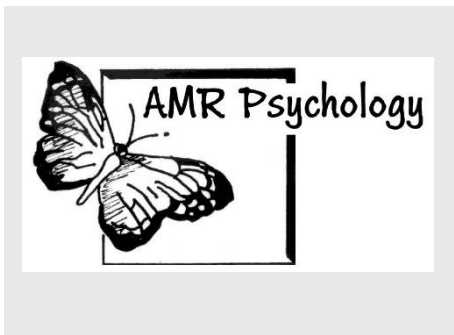


About this survey



This is a **feedback survey**.

A **feedback survey** is when you answer questions about the support you get from us.



AMR Psychology made this survey. We will say **AMRP** for short.



This survey is about the services you get from AMRP.



What you tell us will help us make our services better.

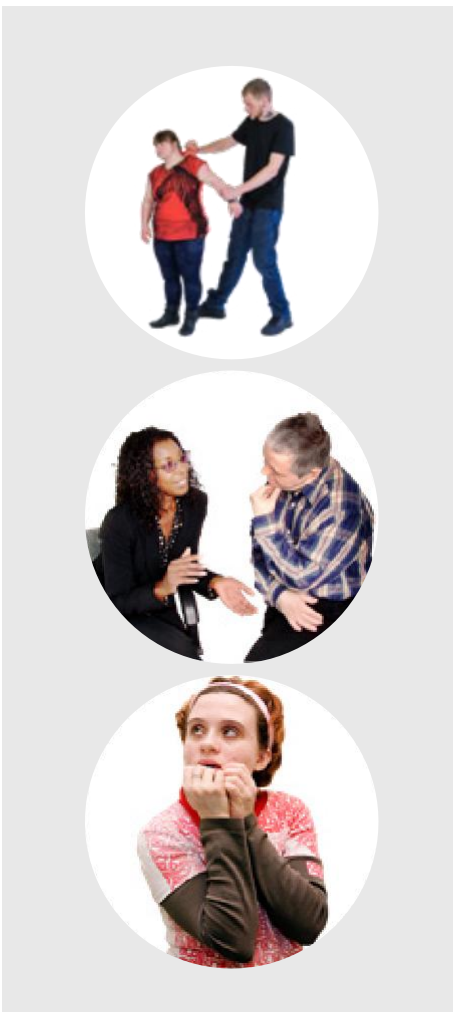


You do not have to answer the questions if you do not want to.



We will keep your answers **private**.

Private means we will not show other people your answers.



We will only tell other people about your answers if

- You are being hurt by someone
- You ask us to tell someone
- You are not safe.

We will look at all the answers from people and tell you

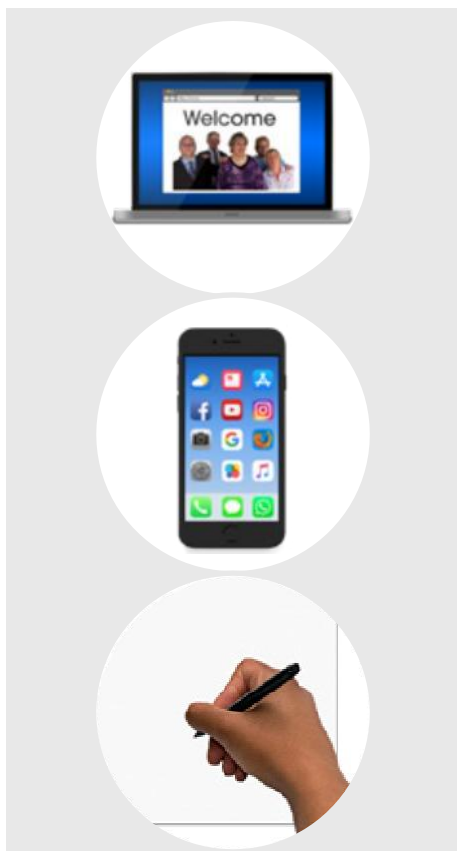


- What we found out



- What we will do about it.

How to do the survey



You can do the survey

- Online
- On the phone
- On paper.



You can choose the way that is best for you.

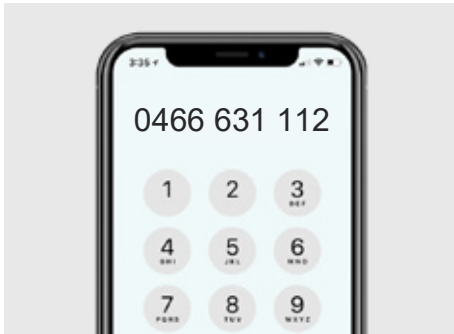


You can ask someone who does not work at AMR to support you.

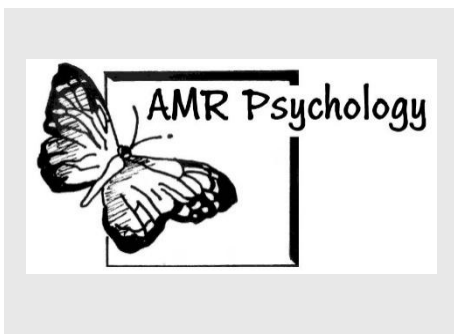


If you want to do it online you can fill in the form on our website at

[www.amrpsychology.com.au/feed
back](http://www.amrpsychology.com.au/feedback)



If you want to do it on the phone you can call us on **0466 631 112**.



The person you talk to will be an AMRP staff person.



They will keep your answers private.

If you want to do it on paper you can complete this form and



- Send it back to us in a reply paid envelope



- Email it to us at
peter@amrpsychology.com.au

Questions about AMRP



These questions are about how you feel about AMRP.



Would you tell someone else AMRP is a good service?



Yes

☐

No

☐

I do not know.

☐



How happy are you with the supports you get from AMRP?



I am very happy

☐

I am happy

☐

I am not happy or unhappy

☐

I am unhappy

☐

I am very unhappy

☐

I do not know.

☐

How could we support you better?

You can write in the box.

Questions about your rights



These questions are about your **rights**.

Rights are things that belong to everyone.



When you are supported to get your rights it means you

- Can make choices about your life
- Are treated the same as everyone else
- Get to do things you like that make your life good.



Do people who support you talk about your rights in a way you can understand?



All of the time



Most of the time



Some of the time



Never



I do not know.



How could we support your rights better?

You can write in the box.



You have the right to get the chance to do things you like in your life.



Do AMRP staff ask you what you want to do?



All of the time



Most of the time



Some of the time



Never



I do not know.



You have the right to make your own decisions.



Do AMRP staff support you to make your own decisions?



All of the time

☐

Most of the time

☐

Some of the time

☐

Never

☐

I do not know.

☐



You have the right to be treated with **respect**.

Respect is when people treat you in a nice way.



Do AMRP staff treat with you with respect?



All of the time

☐

Most of the time

☐

Some of the time

☐

Never

☐

I do not know.

☐



You have the right to be safe.



When you are safe it means no one does things like



- Yells or throws things at you



- Hits you



- Touches you in a way you do not want.



Do you feel safe when AMRP workers support you?



Yes

☐

No

☐

I do not know.

☐

 Yes ☐

If you ticked yes please tell us the things that help you feel safe.

 No ☐

If you ticked no please tell us what made you feel not safe.



You have the right to do things and be a part of your community.



Do you choose what things you do in the community?



All of the time

☐


Most of the time

☐


Some of the time

☐


Never

☐


I do not know.

☐


You have the right to get **justice**.

Justice means you can speak up and get support if someone has not treated you fair.



Do you know who to talk to if you are unhappy or want to make a **complaint** at AMRP?

A **complaint** means you tell someone if you are not happy with the supports from AMRP.



Yes

☐

No

☐

I do not know.

☐

Do AMRP staff support you to talk to your family or friends about what is happening in your life?



All of the time

☐

Most of the time

☐

Some of the time

☐

Never

☐

I do not know.

☐



Do AMRP staff respect your **privacy**?

Privacy means they do not share any information about you without asking you.



All of the time

☐

Most of the time

☐

Some of the time

☐

Never

☐

I do not know.

☐

About you



These questions are about you.



Are you Aboriginal or Torres Strait Islander?

 Yes I am Aboriginal ☐

 Yes I am Torres Strait Islander ☐

 Yes I am both Aboriginal and Torres Strait Islander ☐

 No I am not Aboriginal or Torres Strait Islander ☐

 I do not want to say. ☐



Do you speak a language that is not English?



Yes

☐


No

☐


I do not want to say.

☐


If you ticked yes please tell us what languages you speak.



Are you doing this survey on your own?



Yes

☐


No.

☐



If you ticked no who is the person helping you?

• Family

☐

• Friend

☐

• Someone who supports me

☐

• AMRP staff

☐

• Someone else.

☐

Help to make our services better



Do you want to help make our services better or make new **policies**?

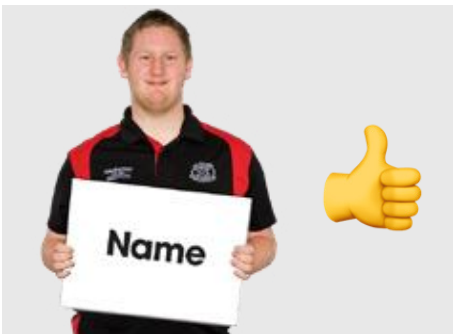
Policies are rules all AMRP staff have to follow.



Yes

☐

No

☐

If you ticked yes we will need your name to contact you about it.



If you want to tell us your name you can write your name in the box.

End of the survey



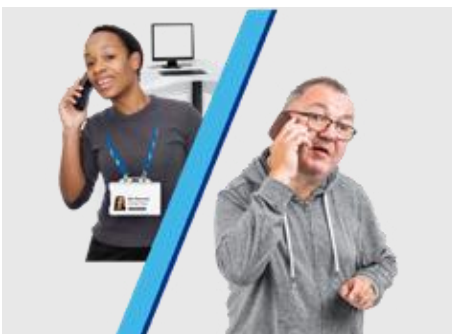
This is the end of the survey.



Thank you for telling us what you think.



We will use this information to make our service better.



You can always contact us to

- Tell us what you think
- Make a complaint.

If you want to tell us what you think or make a complaint you can



- Email it to us at **peter@amrpsychology.com.au**



- Call us on **03 9512 2099**



- fill in the form on our website at

www.amrpsychology.com.au/feed
[back](#)

