

Pathways to Leadership

Survey of Members



Introduction

A phone survey was conducted of a randomly selected group of members of P2L. The purpose of the survey was to obtain feedback on members' perceptions and satisfaction with the services they were receiving from P2L. 10 members were surveyed by phone and an additional 2 elected to complete their surveys electronically.

Overwhelmingly the responses to all the questions was very positive. The majority of respondents felt that their lives and those of their family members had improved significantly since becoming members of P2L. It was felt that P2L addressed their needs and provided the range of services they wanted. It was of importance to most respondents that it felt like a partnership in that they were working together with P2L and not being told what and how to do things. The ability to be in control and make their own decisions with support from P2L was very important. The development of a personal relationship with staff members based on trust and understanding enabled members to feel confident with raising issues and continuing to feel in control.

1. What were the difficulties that you were experiencing with your previous service provider?

The majority of respondents indicated that they had been unable to get the kind of support and flexibility they wanted with previous service providers. "Felt as though I was working for the service provider - not the other way round." The lack of flexibility and control was very significant for several respondents "wanted more flexibility and control for my son to engage the people he wants..." Concerns about services "telling people what to do instead of listening...". Feeling that services were very focused on what they wanted rather than what the person with disability wanted.

Some respondents also mentioned the lack of financial transparency from their previous service provider, were unable to get financial statements or any idea of where their budgets were up to, in one case the respondent mentioned that this had caused them to get "into debt and (provider) didn't offer any meetings to discuss to work out".

Unsupportive and negative attitudes of service providers and support staff was also cited as a reason for moving to self management. "Had no interest in the clients needs ... said no to everything." "OT wrote a very negative report which the service provider used and had a very negative view of people with MH issues."

Two people stated that they hadn't had any service providers previously and had only recently received funding for their family member. Both stated that they had chosen to go with P2L as it offered greater flexibility, opportunity to manage and be in control of the support their family received "wouldn't have to answer to anyone and can make own choices and decisions". Also said that large admin fees that other service providers charged was an element in their decision making as was "not having to ask permission every time they spent any money". Both had had recommendations from other members which they considered to be highly valuable as it was from people who "understood".

2. Has this improved since you moved to self-management with a financial intermediary?
In what ways has this improved?

All respondents indicated that their lives & those of their family member had improved significantly since moving to P2L. "Been prompt and very smooth sailing, ticked all boxes." My son's "whole life has improved greatly". The opportunity for people to implement more flexible, innovative and cost effective solutions to providing support for their family member was cited as one of the greatest benefits. "Having control over choosing own support workers and making decisions over own life."

Respondents also cited establishing a relationship with the P2L staff member as being highly beneficial. "Being able to talk to (the staff member) when ever I want, being able to ask them questions is a big support". "Fantastic having someone who actually listens and isn't going to say no."

The ease of the financial system was seen as another way in which things had improved. "Don't have to spend as much time doing admin & finances, used to spend hours checking and now it's simpler more streamlined." "Have control now and can see the money and what's actually being spent."

3. Did you feel supported by P2L to get to this point? Do you feel that support from P2L has made a difference or do you feel you could have achieved this on your own?

Most respondents felt they couldn't have done it on their own and that the support and assistance they received from P2L staff made the whole process much easier. "couldn't have got there without (staff member's) persistence with the bureaucrats." "Without (staff member) believing in what we wanted it wouldn't have happened." "P2L made it very easy." "Easy transition. No problems didn't need to call much, emails/texts answered."

It was also mentioned that support from staff members who had been through the process themselves was very valuable. That staff members were very supportive and didn't consider anything too much trouble was highly valued.

Respondents felt they only had to contact a staff member and any issues would be resolved or sorted out quickly. "Felt like I had an advocate for the first time."

One respondent stressed very strongly that for the first time she "didn't feel as though her privacy was being invaded". This was in relation to other service providers who wanted to pry into her private life and often made her feel as though she had to justify herself. P2L just accepted who I am and only asked what needed to be known.

A number of respondents also mentioned getting assistance with their plan and being able to line it up with their budget for the first time.

There were a couple of less positive responses, one respondent felt that one of the staff members was a bit "disorganized" and sometimes difficult to get hold of. Another response was sure exactly what P2L did for their fee, but was happy with the service and outcome anyway.

4. Which particular services from P2L do you: most value; least value?

A majority of respondents indicated that they valued being "left alone", "not getting constant phone calls about how are spending your money what are you doing etc." People appreciated that P2L doesn't interfere unnecessarily.

Most respondents also valued the ability to contact someone when ever they needed or wanted to, "nice to have there when I need". "Can ring whenever I need to and get a reasonably quick response. Feel OK to ring anytime if necessary." "If have any questions (they) there to answer anything. Runs so smoothly." "Know that if there is an issue would feel free and comfortable to approach and will fix, can be upfront."

The ease of the financial system was also highly valued. "Financial management particularly useful." "Ease of financial system - QuickBooks." "Value the money goes in very promptly with no hassle." "Confident with allocating funds to goals."

Several respondents also valued the amount of choice and control they are able to have. "Amount of control and decision making supported" is valued. "In control so can decide what's useful."

Other services that respondents valued included:
"Advocacy really great."

"Think Facebook valuable - good way to have contact with other families."

"Newsletter important particularly with the NDIS coming."

"When first set up information on where/how to allocate to categories eg should it be health /wellbeing/support etc."

5. How could P2L improve the services they currently provide?

Mostly respondents felt services were currently good. "No complaints - just said yes, yes, yes and that's the first time ever." "No all good."

Suggestions included:

"Facebook very useful, use it a lot as a forum to ask other parents."

"Newsletter will become more useful as move to NDIS."

"Face-to-face support initially, but recognize this would cost more."

"Paperwork to see the process as an 'aid memoir'."

"More hands on guidance with planning. Identifying in plan where to focus first and how to progress - how to implement first steps."

"Facebook and process for people communicating and more info on what's happening."

6. Are there any other support / services that currently P2L doesn't provide that you would like?

Several respondents identified some additional services / support that they felt P2L could be providing to members. This included:

- Having paperwork that sets out a step by step process of establishing the financial system;
- Email setting out the process at the beginning;
- A 'Welcome to P2L' which includes the process you'll be going through, this is what we'll do first, second etc;
- Providing a bit more information on the organization and what it does;
- Regular contact initially either through email or phone initiated by P2L;
- A welcome to new people on Facebook;
- Providing NDIS support in the transition;
- Guidelines for some families who don't know how to use their funds;
- Profiles of members in the Newsletter or on Facebook;
- Establishing a phone contact list of members so members can contact each other particularly at the beginning when it can be a bit daunting. Belonging to 'the club'.
- More information on the P2L website, what P2L does and fee structure;
- Hints & tips in the Newsletter;
- Generating a text message when money has been transferred;

7. Do you feel that P2L has supported you in aligning your plan & budget to your personal goals?

Everybody who responded to this question were very positive about the support they had received from P2L in aligning their budgets & plan.

"Very helpful. Guidance around how to name account at the beginning and set up the account properly."

"Able to talk to (staff member) about ideas and ways to pay staff and ways to stretch the funding further. More able to access support and advice because with P2L."

"Yes worked well. Set up goals from old service provider, the P2L aligned to the QB categories and added 1 more. All seamless and no problems with understanding or managing the budget."

"Works easily, really good, system easy to work with goals."

"Had a plan and P2L organized in QB. Used to service providers doing budgets and finances, will be new to many aligning the plan and budget. Help with budgeting is important particularly wording what the expense relates to."

8. Do you feel P2L supports you in exercising full choice and control over implementing your (or family member's) plan to achieve your (or family member's) personal goals?

Similarly, with this question everybody who responded felt strongly that P2L is very supportive of them being able to exercise full choice and control. For most people this was the first time they had ever felt in control of their plans and budgets. It was strongly felt that this was a very positive change and had made a difference to their and their family member's lives.

"Now feel supported to be able to get on with implementing life."

"No interest with (my) prior provider in what we were actually doing only in (the) contract and only in getting you to use their service."

"Yes, (we) know what is best for our son and what he needs so able to make the decisions and able to have choice and control."

"(P2L) give you freedom to do what you want. If you have any questions around implementing always very supportive and provide answers."

"Sure that (staff member) will support any changes to plan and will be supported in what we want to do."

9. How accessible / responsive is the service?

The majority of respondents stated that they felt the service was very responsive and accessible and that they had had no difficulties with contacting someone when they needed to. All the respondents said that someone would always get back to them within a reasonable timeframe.

Responses included:

"Yes good."

"Very responsive"

"Very responsive, someone always answers when need to contact. Always provide the information I need. (Staff member) went out of her way to help my son when needed."

"Some staff members more responsive than others – use the responsive ones. "

"Most questions now I put on Facebook and usually get a response quickly".

The only couple of less positive responses related to the availability of a particular staff member, but respondents felt that was acceptable as there was always some else they could contact.

"Only dealt with (staff member) didn't know at first that if ... not available who to contact. This is Ok now."

"Sometimes want answer / information quickly and this doesn't always happen."

One respondent mentioned that they really appreciated the anonymity of P2L in that there had been no intrusion into personal issues and this made them feel very safe particularly coming from a regional area where it is hard to keep one's business private.

10. Do you receive or are able to request sufficient / adequate / timely / appropriate information to your needs.

Again the majority of respondents felt access to the information they needed in a timely fashion had been provided. Respondents replied that it had been "very prompt" and "yes always responsive and timely".

Respondents also added:

"Never waited too long, did have to go to another staff member sometimes. Staff were also flexible around times and information was always good."

"Yes, text and very responsive."

"Always and if (staff member) doesn't know, says so and will find out. Honest."

"Yes has been very complex finding and our way through the labyrinth has been problematic, but P2L has been very supportive and responsive all the way through."

"To date yes, took ages for the funding to come through but got contact all the way through the process."

"Keep up the flow of information to us as we move into the NDIS so feel supported."

One respondent stated that they felt that they could have received more adequate and timely information to their needs.

11. If you were not happy with any part of the service you received from P2L what would you do? Would you be confident in making a complaint or raising issues of concern?

The majority of respondents felt that they would be able to raise any issues of concern or complaint with P2L. Most people felt confident in raising any issues with the staff person they dealt with most. There was a sense that the staff of P2L are very open to discussion and raising of any issues. Respondents stated that because they had a personal relationship built on trust and honesty with P2L they would be able to raise any issue. It was also felt that they now had greater confidence due to their experience with P2L to be able to "vote with their feet". It was also generally felt that members had a much better chance dealing with any issues with P2L than with the service providers they had dealt with previously or with the Department.

"Yes wouldn't hesitate, would raise discuss directly and if couldn't resolve would go straight to FaCS. Nothing would stop me now."

"Much better chance dealing with P2L than any dealings with FaCS."

"Yes confident to raise a complaint and hopefully to resolve. If not resolved look around for another and go to service I wanted."

"If I wasn't happy would feel confident to ask either (staff members).

"Would take it (complaint) first to staff member I most deal with."

"Dealings in the past (with service providers) have been confrontational, not the same with P2L."

"Yes I now know who to contact. Need to know who others to contact."

"Would be happy speaking to individual person to person."

Respondents also indicated that they felt there should be some greater clarity around the complaints mechanism and that this should be provided to people when they first join up and information put in the Newsletter and on Facebook page. Respondents also stated that they would contact other members to discuss any issues of concern and obtain support that way. Members also felt there wouldn't be major complaints issues as P2L doesn't provide direct services and stated that it would only really occur around a confidentiality or privacy breach.

"Value most confidentiality and privacy and very aware of the (P2L's) positive attitude."

"Because P2L not providing direct services can't see how there would be a complaint, only through a confidentiality or privacy breach."

"Not overly confident so would talk to another parent & see what they thought."

"Would network with other parents."

"Could be greater clarification around how to raise a complaint."

"Hadn't been discussed, could advertise in Newsletter."

"Probably should be a process outlined in the welcome pack."

"Need to be confident that it's OK to raise issues. Keep repeating it to people and at first contact that it's OK to talk about any issues. Some members may be more burnt and not confident to talk about concerns."

"Have raised with (staff member) some concerns about disorganization."

"Don't know the process as yet. I would raise with the staff member I have most contact and then with MP (staff member)."

Some respondents were concerned that if people were unhappy they might talk to other members and "spread the unhappiness". It was felt that there need to be some way of dealing with this.

12. What elements of the current services/supports you receive from P2L would you like to see continue under the NDIS?

Everyone who responded wanted to see the service and supports continue as they had. Overwhelmingly people were happy with what they had been receiving and wanted it to continue.

"Would like to see support continue. Nice to know someone there to guide and assist and more available if needed."

"Want to continue with the same financial service."

Hoping QB continues similar financial support and reporting."

"On phone check in if needed."

"Don't want anything to change. Works really well at the moment."

"Would like to continue under the NDIS with exactly the same support as currently receiving."

Additional Comment:

"It has taken a while coming from a service provider that made me feel every time they contacted me that I had done something wrong, to be able to get out of that and stop being defensive. Just started to stop feeling like that. Now feeling more confident and positive. P2L staff ring just to see how I am going and if everything is OK and I am not used to that. I'm not used to anyone looking out for ME."

This comment was echoed in various ways by significant proportion of the respondents who felt that the personal and supportive relationship between the P2L staff & them had made a big difference to their lives and in being able to better manage and support the lives of their family member with a disability.