

## Operational Survey

The aim of this survey is to seek your views of the effectiveness of the Program. All subscribers of Mental Health Carers Voice E-Bulletin will receive a copy of this survey, which is divided into two parts:

- Part I looks at the different elements of Program activities. This part is relevant to all E-Bulletin subscribers.
- Part II relates to mental health carer representation activities. This part is relevant to representatives and committee secretariat and/or chairs.

Your input is very valuable and important to Carers ACT, and the results of this survey will inform the Program's ongoing quality improvements.

Completed surveys may be emailed to [mhcarers@carersact.org.au](mailto:mhcarers@carersact.org.au); or posted to Carers ACT, Attention: Doris Kordes, 80 Beaurepaire Crescent, Holt ACT 2615. Enquiries about the survey should be directed to Doris Kordes, ph: 6296 9900; email: [mhcarers@carersact.org.au](mailto:mhcarers@carersact.org.au).

The closing date for completion of the survey is **Thursday 21 February**. A report on the survey findings will be distributed via E-Bulletin in late March 2013.

### PART I

#### 1. Personal Details\*

1.1 Are you a mental health carer? Yes  No

1.2 If you are currently employed, do you work in:

- Community sector
- Government policy / programs
- Government service delivery
- Research institution
- Other

If other, please specify \_\_\_\_\_

\* If you are completing this survey electronically and wish to tick a check box, double click on the box that you wish to tick; a menu will appear: click on 'Checked'.

## 2. Mental Health Carers Voice E-Bulletin

2.1 Do you find the E-Bulletin informative and/or useful?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

2.2 Do you distribute the E-Bulletin to other carers, e.g. colleagues, networks, friends, etc?

Yes  No

Comments \_\_\_\_\_

2.3 What information do you find most useful?

- Mental Health Carers Voice news
- Carers Corner
- Carers ACT news
- ACT news
- National/international news & research

2.4 Do you have any suggestions for improving E-Bulletin? Yes  No

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

2.5 Do you have any other comments about E-Bulletin?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## 3. Mental Health Carers Networking & Consulting Forums

3.1 Did you attend any Mental Health Carers Networking and Consulting Forums in 2012?

Yes  No

3.2 If you answered 'No' to the above question, was this related to any of the following factors?

- Forum topics not relevant
- Forum location / time inconvenient
- Competing priorities
- Other reasons \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

3.3 If you attended any Mental Health Carers Voice Networking & Consulting Forums during 2012, did you find them informative and/or useful?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

3.4 Do you have any suggestions for improving the Forums? Yes  No

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3.5 Do you have any other comments about the Networking & Consulting Forums?

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#### 4. Mental Health Carers Voice Website

4.1 Did you access the Mental Health Carers Voice website during 2012?

- Yes  No

4.2 If you answered 'No' to the above question, was this related to any of the following factors?

- Not relevant
- Not useful
- Not user friendly
- Don't have the time
- Don't have access to internet
- Other reasons \_\_\_\_\_

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4.3 If you accessed Mental Health Carers Voice website during 2012:

(a) Did you find it informative and/or useful?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

(b) How often did you access the website?

- Weekly
- Monthly
- Several times a year

(c) What kind of information did you find useful? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4.4 Do you have any suggestions for improving the Mental Health Carers Voice website?  
Yes  No

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4.5 Did you access the Mental Health Carers Voice Online Discussion Forum during 2012?  
Yes  No

4.6 If you answered 'No' to the above question, was this related to any of the following factors?

Topics are not relevant or useful

Not user friendly

Don't have the time

Don't have access to internet

Other reasons \_\_\_\_\_

4.7 If you accessed the Online Discussion Forum during 2012, did you find it informative and/or useful?

Strongly Agree

Agree

Neutral

Disagree

Strongly Disagree

Don't Know

4.8 Do you have any suggestions for improving the Online Discussion Forum?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4.9 Would you consider using other forms of social media, as a way of accessing and/or exchanging information? Yes  No

4.10 If you ticked 'Yes' to the above question, what kinds of social media are you comfortable in using, eg Twitter, Facebook, etc? \_\_\_\_\_  
\_\_\_\_\_

## PART II

### 5. Mental Health Carer Representatives' Satisfaction with the Mental Health Carers Voice Program *(please leave blank if you are not a carer representative)*

5.1 Does Carers ACT provide you with adequate training and supports to enable you to fulfil your representative role?

Yes  No

5.2 If you ticked 'No' for the above question, do you have suggestions for how Carers ACT can improve the way in which it supports mental health carer representatives?

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5.3 Thinking about your committee work:

(a) Do you receive adequate direction and support from the committee chair/secretariat?

Yes  No

Comments: \_\_\_\_\_

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(b) Are you satisfied with the reporting back processes to your carer constituency?

Yes  No

If you ticked 'No', do you have any comments or any suggestions for improvements, i.e. ways in which you can be supported to provide reports to carers?

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5.4 Do you have any other suggestions for how your carer representative role can be improved?

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5.5 Do you have any other comments about your experiences as carer representative?

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**6. Government and Community Organisations' Satisfaction with the Mental Health Carers Voice Program** *(to be completed by secretariat and/or chairs of ACT Government and mental health community organisations)*

6.1 Are you satisfied with the contributions of carer representatives on your committee / working group?

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly Disagree
- Don't Know

6.2 Do you believe that Carers ACT provides its carer representatives with adequate training and supports to enable them to fulfil their role on your committee or working group?

Yes  No

6.3 If you ticked 'No' for the above question, do you have suggestions for how Carers ACT can improve the way in which it supports mental health carer representatives?

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6.4 Do you have any other comments about the role of carer representatives on your committee / working group?

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***Thank you for taking the time to complete this survey.***