

Template for interviewing service users and/or their representative (if necessary)

Participants – at least two service users
(may be interviewed individually or in a group)

Criteria	Scope and Examples of Questions to ask	Meets Criteria Y/N	Remarks
1.2	<p><u>Accessibility of service description</u></p> <p>Did you have any information about the service?</p> <p>Do you understand the information that you have or were given?</p>		
3.3	<p><u>Accessibility of information on performance of the service unit</u></p> <p>Have you ever received or come across any kinds of information on the service unit's performance, such as periodical statistics and/or reports?</p> <p>If yes, what are they and how do you get access to them?</p> <p>If no, do you know the way to get access to these information if you are interested and what is it?</p>		
4.2	<p><u>Availability of job description to service users</u></p> <p>If you want information about the roles and responsibilities of staff, do you know how to get it?</p>		
6.2	<p><u>Collection of feedback on performance from service users</u></p> <p>Have you ever provided or been asked to provide feedback or suggestions to the service unit about its performance? If yes, can you tell us about that experience? Did the service unit report to you about its response to your feedback/the results of the service evaluation and its follow-up action?</p> <p>Have you ever read about the policy and procedure of the service unit on how it will collect the feedback from its service users?</p> <p>How can you have access to them if you so desire?</p>		
9.2	<p><u>Training and awareness on procedures for responding to emergency situation</u></p> <p>Has anyone told you about what to do if there is a fire?</p> <p>Have you ever participated in a fire drill?</p>		

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9.5	<p><u>Traffic safety precaution</u></p> <p>Do you travel when receiving service? If yes, who supervises you while you travel and are there any traffic safety precautions?</p>		
10.1	<p><u>Accessibility of the entry and exit policies and procedures</u></p> <p>How did you get involved in this service?</p> <p>If you want to stop attending this service, do you know whom you would need to tell?</p> <p>How can you have access to the entry and exit policy and procedures if you so desire?</p>		
11.1 and 11.2	<p><u>Involvement of service users in needs assessment and service planning</u></p> <p>Do you know if the service unit has a set of policy and procedures for assessing and meeting service users' needs? How can you have access to the policy and procedures if you so desire?</p> <p>What services are you receiving from the service unit?</p> <p>Have you or your family members been consulted by the service unit on your needs and the service plans for achieving these needs?</p> <p>Are you satisfied with the process of being consulted?</p>		
12.2	<p><u>Opportunities to make informed choices and decisions about the service received</u></p> <p>Do you know if the service unit has a set of policy and procedures spelling out how and when the service users are informed of their choices of services and their decision are sought? How can you have access to the policy and procedures if you so desire?</p> <p>Has the service unit ever let you know about the services that you can choose? If yes, when and how are you informed?</p> <p>What are the choices of services available and how your decision is sought?</p>		

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13.1	<p><u>Knowledge on right in relation to private property</u></p> <p>Have your personal belongings been used for communal use without your consent?</p> <p>Have you been explained of your right in relation to private property? If yes, how?</p> <p>How can you have access to the policy and procedures on private property if you so desire?</p>		
13.2	<p><u>Security of private property</u></p> <p>Does the service unit provide you with a secure place to keep your private property?</p> <p>If no, have you been informed of the risk to your private property? How?</p>		
13.3	<p><u>Mechanisms for managing money and other valuables</u></p> <p>Under what circumstances will your (or your family members') money and other valuables be collected and/or managed by the service unit?</p> <p>Are you usually issued with receipts for the money and other valuable collected?</p> <p>Do you know whether the service unit has any other procedures and control mechanisms to collect and/or manage your (or your family members') money and other valuables? If yes, what are the procedures?</p>		
14.1	<p><u>Respect for privacy and dignity</u></p> <p>Do the staff and arrangements of the service unit respect your rights for privacy and dignity, such as enabling you to conduct private activities without disturbance or intrusion? If yes, can you cite an example?</p> <p>Have you been informed of your rights in relation to privacy and dignity? If yes, in what ways?</p> <p>How can you have access to the policy and procedures on privacy and dignity if you so desire?</p>		
14.2	<p><u>Respect for need for private and dignified care during personal</u></p>		

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	<p><u>care activities</u></p> <p>Have any of your personal care activities been conducted in the service unit?</p> <p>If yes, what measures were in place to ensure that your needs for private and dignified care are respected?</p>		
14.3	<p><u>Personal information as confidential</u></p> <p>Do you know that all your personal information, both verbal and written, which the service unit collects in the process of service delivery will be treated as confidential? If yes, how do you know?</p> <p>How can you have access to the policy and procedures on confidentiality if you so desire?</p> <p>Has the service unit sought your consent before providing or transferring any of your information to another agency? If yes, how?</p> <p>Has the service unit sought your consent before requesting any of your information from another agency? If yes, how?</p>		
15.1 15.2 and 15.3	<p><u>Knowledge on service users' right and complaint procedures</u></p> <p>Have you been informed of your rights to raise complaints and the unit's complaint procedures?</p> <p>If you didn't like something that the service unit or the staff did, how would you complain about it?</p> <p>Do you know who will be responsible for handling your complaint, the timeline and way of giving feedback to you?</p> <p>Have you ever raised a complaint? If so, please describe the experience.</p>		
15.4	<p><u>Opportunities for feedback</u></p> <p>If you want to make a comment about the services you receive, how would you do it?</p> <p>Have you been informed of that you will not be disadvantaged if you raise concerns or complaints?</p>		

Criteria	Scope and Examples of Questions to ask	Meets Criteria Y/N	Remarks
16.1 and 16.3	<p><u>Opportunity for raising concerns about abuse</u></p> <p>If you want to raise issues and concerns about verbal, physical or sexual abuse, how would you do it?</p> <p>Have you been informed of that you will not be disadvantaged if you raise concerns or complaints?</p> <p>How can you have access to the unit's policy and procedures on prevention and handling of abuse if you so desire?</p>		

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