

Our 2021 satisfaction survey results showed whether Alkira participant's expectations were...

exceeded

met

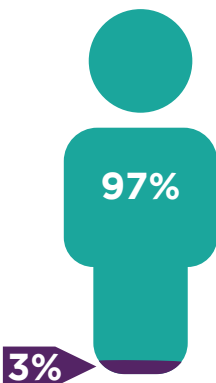
not met



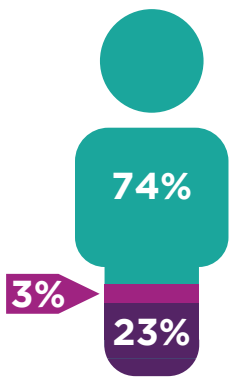
Feeling included in the community



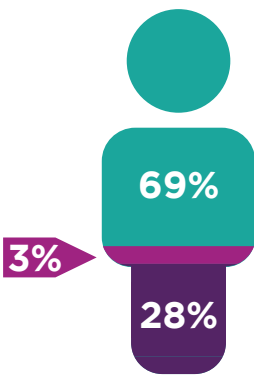
Feeling safe



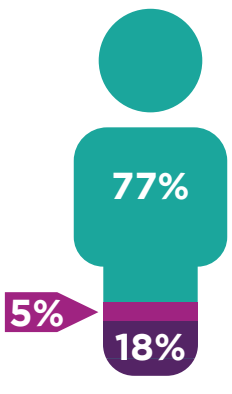
Making choices



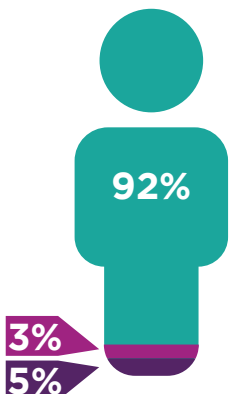
Feeling comfortable giving feedback



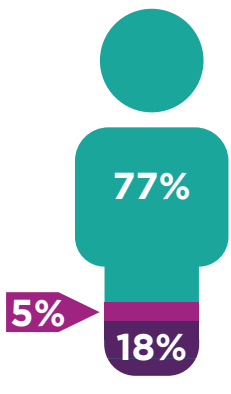
Staff discussing and planning



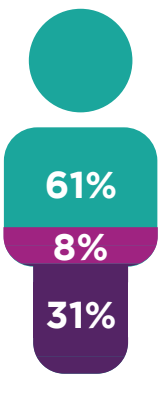
Staff friendliness



Staff knowing how to support



Staff sharing new opportunities



Staff respecting privacy



This means the areas we need to improve in are

- Choices
- Feedback
- Opportunities.

And we are doing well in

- Planning
- Friendliness
- Support
- Community
- Privacy
- Safety.

Comments from the surveys

I am very happy the way things are at Alkira. I enjoy being there and doing activities. During COVID the staff have been very helpful with zoom sessions and being available the times I have rung.

Alkira has been doing very well despite all the lockdowns. Well done! Alkira's communication through emails, especially when COVID related, is very good. Please keep that up so we know what we have to do.

Extremely happy with Alkira's awesome programs and fantastic staff support. Networks - Siri is fantastic.

Alkira is great. More work experiences.

I would like to go on a weekend camp or overnight with momentum friends and staff. Organizing a Momentum camp or weekend away.

Alkira is managing the COVID issues as well as can be, keeping the families and clients informed and offering alternative activities participation.

I enjoy and look forward to all the daily activities at Alkira throughout the week. I would like to spend more time on outdoor activities as well such as going to places and venues of interest such as visits to the zoo, museum, trips to the city, flower gardens etc.

The level of communication has improved this year and staff are proactive and show interest in the participant.

Keep up the good work!

Do you have some ideas on how we can improve in...



Participants feeling they can make choices about the things they do



Participants feeling comfortable sharing what they like and dislike



Having staff share new opportunities with participants

Improvement Matters, let us know your ideas by:

Improvement Matters
Suggestion Boards on site

Online form at
alkira.org.au/suggestion