

# ICAS Staff Survey

## 1 General

What prompted you to work in the support industry?

How long have you worked at ICAS?

How well does ICAS support its clients/participants?

How well do you understand your client/participant's goals and progression?

☐ Very well
 ☐ Quite well
 ☐ Not very well
 ☐ Very poorly
 ☐ Unsure

How well does your client/participant work assist in meeting their goals?

☐ Very well
 ☐ Quite well
 ☐ Not very well
 ☐ Very poorly
 ☐ Unsure

Do you feel confident in using complaints procedure correctly?

☐ Yes
 ☐ No

Is the privacy of individuals respected within the workplace?

☐ Yes
 ☐ No
 ☐ Unsure

To what extent do you feel supported by the company within your role?

☐ Very well
 ☐ Quite well
 ☐ Not very well
 ☐ Very poorly
 ☐ Unsure

Do you have any reported concerns that have not been addressed?

☐ Yes
 ☐ No

Are you able to openly express your views and provide constructive feedback?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Does your position at ICAS allow a healthy work/life balance?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Do you have additional employment outside of ICAS?

☐ Yes ☐ No

Do you have clear understanding of your client/participant's rights?

☐ Yes ☐ No

Comments

## 2 Director

Is the director effective at solving problems?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Does the director treat others respectfully?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Do the actions of the director inspire growth and development in others?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Is the director able to resolve conflict appropriately?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Do you receive constructive and helpful feedback from the director?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

How available is the director to provide help when you want it?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

When making important decisions, does the director consider the opinions of others?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Does the director communicate in a way that is easily understood?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Does the director control their emotions and behaviour, even when faced with high-conflict or stressful situations?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Comments

### 3 Support Coordinator

Is the coordinator effective at solving problems?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Does the coordinator treat others respectfully?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Do the actions of the coordinator inspire growth and development in others?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Do you receive constructive feedback from them?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Is the coordinator available to provide help when needed?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

When making important decisions, does the coordinator consider the opinions of others?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Does the coordinator communicate in a way that is easily understood?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Does the coordinator control their emotions and behaviour, even when faced with high-conflict or stressful situations?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

Comments

#### 4 IT

Is the IT manager effective at solving problems?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Is instruction clearly communicated to you?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Does this manager always treat others respectfully?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Comments

#### 5 Staff (Excluding Management)

Are ICAS staff respectful and cooperative?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Does the company reward employees for good performance or behaviour?

☐ Consistently ☐ Generally ☐ Sometimes ☐ Rarely ☐ Unsure

Have you taken advantage of the social gatherings offered by ICAS? (If no, why not?)

☐ Yes ☐ No

What additional things do you think ICAS can offer you to feel valued and for job satisfaction?

Comments

#### 6 Information Resources

Are ICAS policy, procedure and other necessary documents easily accessible?

☐ Yes ☐ No ☐ Unsure

Is training provided sufficient for you to fulfill your workplace responsibilities?

☐ Consistently
 ☐ Generally
 ☐ Sometimes
 ☐ Rarely
 ☐ Unsure

How well does the current training method help you learn?

☐ Very well
 ☐ Quite well
 ☐ Not very well
 ☐ Very poorly
 ☐ Unsure

Comments

## 7 General

What do you enjoy about working with ICAS?

What do you observe to be a growth area for the company?

Can you think of anything that was missing from this survey?