

REVIEW OF WELFARE SERVICES AVAILABLE TO PERSONS SUFFERING
FROM CANCER AND THEIR FAMILIES

Instructions for completion of attached questionnaire

This questionnaire invites opinion on welfare service provision. Your perceptions of the issues, whether based on 'objective' data or not will provide valuable data for this project.

Please read each question and the instructions carefully before you attempt to complete the questionnaire.

If you have any queries about the questionnaire please contact

Adrienne Holzer - ph: (03) 654 2411

or

Eryl Morgan - ph: (03) 481 4238

Please return your completed questionnaire in the enclosed reply paid envelope by Friday October 22, 1982.

Office use only

Col no:

Rating scale:

Can't answer	0
No problem	1
Minor problem	2
Serious problem	3
Very serious problem	4

(Please place the appropriate rating number in the box provided)

Accommodation

58 Insufficient suitable nursing home care

59 Terminal care

60 Special Accommodation

61 Private Hospitals

62 Family Relief Beds

63 Insufficient suitable short stay accommodation in or near treatment centre for patients

64 Insufficient suitable short stay accommodation in or near treatment centre for visiting relatives

Other accommodation problems (please specify)

65

66

Legal services

67 Insufficient low cost legal assistance and advice
* e.g. workers' compensation, occupational health rights, wills, hire purchase contracts, etc.

Other legal problems (please specify)

68

69

70

* Examples are given as suggestions only. Please do not rate the problems exclusively on the basis of the examples given. You may have quite different issues in mind as you rate each question.

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Col no:

Rating scale:

Can't answer	0
No problem	1
Minor problem	2
Serious problem	3
Very serious problem	4

(Please place the appropriate rating number in the box provided)

Information/Education

71 Insufficient information available to the community generally about issues relating to cancer and its treatment.

72 Insufficient information available to cancer patients and their families about cancer treatment and management

Other information problems (please specify)

73

74

Employment

75 Insufficient employment advice and counselling
* e.g. Negotiating flexible hours, timing of employment termination, exploring other options

Other employment problems (please specify)

76

77

Financial advice

78 Insufficient financial counselling and advice
* e.g. investment, adjustment to a sudden loss of income, long term financial commitments

Other financial problems (please specify)

79

80

* Examples are given as suggestions only. Please do not rate the problem exclusively on the basis of the examples given. You may have quite different issues in mind as you rate each question.

Col no:

Rating scale:

Can't answer	0
No problem	1
Minor problem	2
Serious problem	3
Very serious problem	4

(Please place the appropriate rating number in the box provided)

Statutory benefit

- 7 Lack of flexibility with regard to sickness benefit
- 8 Lack of flexibility with regard to invalid pensions
- 9 Lack of flexibility with regard to domiciliary nursing care benefits
- Other (please specify)
- 10
- 11

Health insurance

- 12 Difficulties with regard to health insurance
- * e.g. Confusing policies, cost of health insurance, hidden costs to privately insured patients

Domiciliary and community services

Insufficient suitable:

- 13 Home help services
- 14 Meals on wheels services
- 15 Home handyman services
- 16 Visiting nursing services
- 17 Chiropody
- 18 Family relief, e.g. daysitters, nightsitters

* Examples are given as suggestions only. Please do not rate the problem exclusively on the basis of the examples given. You may have quite different issues in mind as you rate each question.

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Col no:

Rating scale:

Can't answer	0
No problem	1
Minor problem	2
Serious problem	3
Very serious problem	4

(Please the appropriate rating number in the box provided)

Domiciliary and community services cont.

19 Volunteer visiting services

20 Weekend nursing services

21 Activity groups

22 Support groups/networks

Rehabilitation services

Insufficient suitable:

23 Physiotherapy

24 Occupational therapy

25 Speech therapy

26 Personal and household aids

27 Prosthesis

Counselling services

28 Inadequate counselling services available to persons suffering from cancer and/or their families

* e.g. Anticipatory grief, bereavement, pain control by non-medical means, stigma, stress, sexuality, etc.

29 Inadequate patient support/counselling

30 Inadequate family support/counselling

31 Insufficient opportunity for group support/counselling

* Examples are given as suggestions only. Please do not rate the problem exclusively on the basis of the examples given. You may have quite different issues in mind as you rate each question.

Office use only

Col no:

Rating scale:

Can't answer	0
No problem	1
Minor problem	2
Serious problem	3
Very serious problem	4

(Please place the appropriate rating number in the box provided)

Coordination

32

Inadequate coordination between those providing services for cancer patients and their families

Question 4

This section lists persons suffering from cancer in identifiable groups. These groups may or may not be disadvantaged with regard to resources within your region.

Would you please rate the adequacy of resources as you perceive them to be for each of these groups of people suffering from cancer according to the following scale:

Can't answer	0
Adequately catered for	1
Minor shortage of resources	2
Serious shortage of resources	3
Very serious shortage of resources	4

(Please place the appropriate rating number in the box provided)

Life stage

33

Children

34

Adolescents

35

Parents with dependent children

36

Single Isolated Patients

37

Middle age group

38

Elderly

Office use only

Col no:

Rating scale:

Can't answer	0
Adequately catered for	1
Minor Shortage of resources	2
Serious shortage of resources	3
Very serious shortage of resources	4

(Please place the appropriate rating number in the box provided)

Specific groups

39

Privately treated patients

40

Country patients

41

Patients with obvious visible physical disfigurement or disability

42

People with a non-Anlo-Saxon background

Other (please specify)

43

.....

44

.....

Office use only

Col no:

Question 5

List the services that you are aware of which are available to persons suffering from cancer and/or their families through the Anti-Cancer Council of Victoria Welfare Service.

If you wish to make any brief comments on the services you have listed please use the space provided.

	Service	Comment
45		
46		
47		
48		

In the event of needing to clarify any points arising from the questionnaire please supply the name of someone who is willing to act as the contact person

Name

Thank you for your participation in this project.

**REVIEW OF WELFARE SERVICES AVAILABLE TO PERSONS SUFFERING
FROM CANCER AND THEIR FAMILIES**

Instructions for completion of attached questionnaire

1. This questionnaire has been designed to identify welfare services currently provided, major problems in respect of availability and access to services, and gaps and/or overlaps in welfare provision for persons suffering from cancer.

For the purposes of this study welfare services are defined as:

All non-medical services which may be required by cancer patients and their families in order to assist them to achieve optimal levels of functioning and enhance their quality of life.

2. The criteria for responding to the questionnaire are:

First, that you are involved in the provision of welfare services as defined above, and

Second, that you have had direct contact, during the last 12 months, with persons suffering from cancer through the provision of welfare services.

These criteria therefore include not only personnel whose position is designated welfare officer or social worker. It also includes nursing, paramedical or chaplaincy staff, for example, who may be involved in the provision of non-medical services which are designed to assist cancer patients and their families achieve optimal levels of functioning and enhance their quality of life.

If there are several people within your agency who fit the respondents criteria, it is quite allowable to pool your collective resources and together complete the questionnaire. However, only one questionnaire should be returned by your agency.

3. Agency is defined as the employing organisation. For example,
 - A social worker/welfare officer employed by a hospital should regard the hospital as the agency.
 - A person employed by a council to provide home help or meals on wheels should regard the council as the agency.
4. This questionnaire invites opinion on welfare service provision. Your perceptions of the issues, whether based on 'objective' data or not will provide valuable data for this project.
5. Please read each question and the instructions carefully before you attempt to complete the questionnaire.
6. If you have any queries about the questionnaire please contact
 - Adrienne Holzer - ph: (03) 654 2411
 - or
 - Eryl Morgan - ph: (03) 481 4238
7. Please return your completed questionnaire in the enclosed reply paid envelope by Friday October 22, 1982.

Office Use Only

Anti-Cancer Council of Victoria

Col no:
1-4 ID
5 Region
6 C of R

REVIEW OF WELFARE SERVICES AVAILABLE TO
PERSONS SUFFERING FROM CANCER AND THEIR FAMILIES

Name of Agency:

.....

Address:

..... Postcode:.....

Telephone:

Area Code

Number

Question 1

Estimate the number of persons suffering from cancer for whom your agency provided welfare services during the 12 months to October 1982.

(Please tick the appropriate box)

7

1 - 50 1

51 - 100 2

more than 100 3

Question 2

What services does your agency provide which are available to cancer patients and/or their families?

Include all services provided by your agency whether or not you are directly involved in the provision of the service.

Please do not include services which your agency can arrange to have provided by other agencies.

(Please tick appropriate box)

Office use only

Col no:

Transport

8

Volunteer driver service

9

Transport service provided by agency employee

Accommodation

10

Hostel/special accommodation house

11

Self-contained units

12

Hospice

13

Nursing Home

14

Family relief accommodation

15

Short term accommodation near treatment centre

Legal

16

Legal advice

Financial

17

Financial aid

18

Financial counselling

Employment

19

Vocational counselling

20

Employment advice

Domiciliary and community services

21

Meals on wheels

22

Home help

23

Home handyman service

24

Weekend nursing service

25

Visiting nursing service

26

Chiropody service

Office use only

Col no:

- 27 Volunteer visiting service
- 28 Child care
- 29 Day centre
- 30 Activity groups
- 31 Self-help groups

Rehabilitation

- 32 Occupational therapy
- 33 Physiotherapy
- 34 Speech therapy
- 35 Household and personal aids
- 36 Prosthesis

Counselling

- 37 Individual counselling
- 38 Child counselling
- 39 Family support counselling
- 40 Bereavement counselling
- 41 Group counselling
- 42 Social assessment and referral
- 43 Interpreters

Other (please specify)

- 44
- 45
- 46

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Office use only

Col no:

Rating scale:

Can't answer	0
No problem	1
Minor problem	2
Serious problem	3
Very serious problem	4

(Please place the appropriate rating number in the box provided)

Accommodation

58

Insufficient suitable nursing home care

59

Terminal care

60

Special Accommodation

61

Private Hospitals

62

Family Relief Beds

63

Insufficient suitable short stay accommodation in or near treatment centre for patients

64

Insufficient suitable short stay accommodation in or near treatment centre for visiting relatives

Other accommodation problems (please specify)

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.....

66

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Legal services

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Insufficient low cost legal assistance and advice
* e.g. workers' compensation, occupational health rights, wills, hire purchase contracts, etc.

Other legal problems (please specify)

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73

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Employment

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* e.g. Negotiating flexible hours, timing of employment termination, exploring other options

Other employment problems (please specify)

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(Please place the appropriate rating number in the box provided)

Statutory benefit

7

Lack of flexibility with regard to sickness benefit

8

Lack of flexibility with regard to invalid pensions

9

Lack of flexibility with regard to domiciliary nursing care benefits

Other (please specify)

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Health insurance

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Difficulties with regard to health insurance
* e.g. Confusing policies, cost of health insurance, hidden costs to privately insured patients

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Domiciliary and community services

Insufficient suitable:

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Home help services

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Meals on wheels services

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Visiting nursing services

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Chiropody

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(Please the appropriate rating number in the box provided)

Domiciliary and community services cont.

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- 20 Weekend nursing services
- 21 Activity groups
- 22 Support groups/networks

Rehabilitation services

Insufficient suitable:

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- 24 Occupational therapy
- 25 Speech therapy
- 26 Personal and household aids
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Counselling services

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Coordination

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Serious shortage of resources	3
Very serious shortage of resources	4

(Please place the appropriate rating number in the box provided)

Life stage

33

Children

34

Adolescents

35

Parents with dependent children

36

Single Isolated Patients

37

Middle age group

38

Elderly

Office use only

Col no:

Rating scale:

Can't answer
 Adequately catered for
 Minor Shortage of resources
 Serious shortage of resources
 Very serious shortage of resources

0
1
2
3
4

(Please place the appropriate rating number in the box provided)

Specific groups

39

Privately treated patients

40

Country patients

41

Patients with obvious visible physical disfigurement or disability

42

People with a non-Anlo-Saxon background

Other (please specify)

43

.....

44

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Office use only

Col no:

Question 5

List the services that you are aware of which are available to persons suffering from cancer and/or their families through the Anti-Cancer Council of Victoria Welfare Service.

If you wish to make any brief comments on the services you have listed please use the space provided.

	Service	Comment
45		
46		
47		
48		
49		
50		

Office use only

Col no:

Question 6

Does your agency have any plans for change during the period October, 1982 to October 1983?

(Please tick the appropriate box and state the change planned in the space provided)

51

No

52

In services

.....

53

In geographical location

.....

54

In eligibility

.....

55

In timetable

.....

Other

56

.....

57

.....

58

.....

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Name

Thank you for your participation in this project.