



## JOCKEYS ASSISTANCE PROGRAM

### Counselling Services Satisfaction Survey

Racing NSW and the NSW Jockeys Association are committed to providing NSW and ACT jockeys, apprentices and their families with access to quality support services to help them deal with the pressures of life and work.

We hope that the services of Grant Brecht & Associates have been of assistance to you.

**We would appreciate you taking the time to complete the survey below to provide feedback about your experience.**

This will assist us to identify any ways in which the service can be improved to better help you & others.

Completion of the survey is voluntary and will not affect your access to the service. **All responses are confidential.**

#### ABOUT YOU

<b>Age:</b>	< 20 yrs	<b>Gender:</b>	Male	<b>Status:</b>	Current Jockey	(Number of Years Riding _____)
	20-29 yrs		Female		Former Jockey	(Year of Last Ride _____)
	30-39 yrs				Current Apprentice	(Number of Years Riding _____)
	40-49 yrs				Former Apprentice	(Year of Last Ride _____)
	50+ yrs				Other (please specify, eg. Current Jockey's Spouse)	_____

How did you find out about the Jockeys Assistance Program?	Racing NSW	Friend or family member
	NSW Jockeys Association	Other (please specify): _____

How many counselling sessions have you had with the Jockeys Assistance Program? \_\_\_\_\_

#### YOUR COUNSELLOR

1	Were you offered the choice of a male or female counsellor?	Yes	No
2	If "No", would you have preferred to have been able to choose?	Yes	No
3	Have you had the same counsellor each time you have called / visited?	Yes	No
4	If "No", is it because you asked to change counsellor?	Yes	No

#### FIRST PHONE CALL TO THE SERVICE Thinking back to the first phone call you made to Grant Brecht & Associates:

	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
5	My call was answered within a reasonable time OR I had to leave a message but it was returned within a reasonable time				
6	I was able to get an appointment as soon as I wanted				
7	I was able to get an appointment at a location which suited me				
8	The person I spoke with made me feel comfortable				
9	I finished the phone call feeling better and with a plan for what to do next				

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
10	The counsellor listened to me & gave me his/her full attention					
11	I feel that the counsellor understood my problem					
12	I felt comfortable speaking with my counsellor					
13	I opened up to the counsellor more than I thought I would					
14	I am satisfied that the matters I spoke with my counsellor about will remain private and confidential					
15	I have confidence in the counsellor and his/her advice					
16	The counsellor was patient with me and gave me enough time to talk about my concerns					
17	I did not feel as though the counsellor was judging me or talking down to me					
18	I felt that the counsellor wanted to help me					
19	The counselling I received was appropriate to my particular needs					
20	The counselling I received helped me to better deal with my problems					

**SATISFACTION WITH COUNSELLING SERVICE PROVIDED**

		Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
21	I received the type of service I wanted / needed					
22	I would use the Jockeys Assistance Program counselling service again					
23	I would recommend the Jockeys Assistance Program counselling service to other jockeys and their families					

**OVERALL OPINION OF COUNSELLING SERVICE PROVIDED**

24 Do you have any comments or suggestions for improvement of the Jockeys Assistance Program counselling service?  
**All responses are confidential. You do not need to provide your name, this is optional.**

<b>YOUR NAME: (Optional)</b>	

**COMMENTS**

***Thank you for taking the time to complete our survey. Your feedback is appreciated!***  
***Please post your completed survey in the stamped envelope provided.***  
***Completed surveys will be reviewed by the Jockeys Benefit Scheme Governance Advisory Committee***  
***(representatives of Racing NSW & the NSW Jockeys Association)***