

Leader Talking Points

Connections Satisfaction Survey

These talking points are to support your conversations with your teams regarding:

- Connections Satisfaction Survey for families, carers and people we support

You can use these talking points as a guide to talk to your team members. When we say 'you' we are referring to your team members.

Information and resources to support this can be found on [this intranet page](#).

Families, carers and people we support have been invited to complete a satisfaction survey about their monthly Connections newsletter.

- There are two surveys: one for families and carers <https://ndvr.news/ConnectionsSurvey1>, and one for people we support <https://ndvr.news/ConnectionsSurvey2>.
- The surveys will be launched in our April Connections newsletter and April Connections Easy Read.
- As well as the April newsletter an email will be sent to recipients on Monday 28 April about the survey and how to complete it.
- The survey will close on Thursday 8 May.

Connections is a monthly newsletter to families and carers that connects them with Endeavour Foundation updates, sector news and good news stories about people we support and our services. We also produce an Easy Read version for people we support.

- Anyone is welcome to request a story or Endeavour Foundation update to be shared in Connections.
- For staff, this is a great opportunity to showcase all the possibilities that have become a reality at their social enterprise, home or L&L to promote engagement and client growth.
- To submit a story or update, simply complete the quick form at <https://ndvr.news/GoodNewsStoryForm> and our Communications and Engagement team will be in touch.

We want to know what they like about their monthly Connections newsletter and ways we can improve.

- The survey will help us understand:
 - what types of news and updates people like to read
 - if Connections is accessible for families, carers and people we support, and
 - If they receive Connections via their preferred method (email, SMS, mail).
- We will use their feedback to shape the way future editions will look.
- We have done this survey before in February 2024. We want to see what's changed for people since then and if their preferences are still the same.

Connections is just one way Endeavour Foundation connects with families, carers and people we support.

- We want to nurture strong relationships, quality of service and two-way communication with families, carers and people we support.
- We want to make sure they know how to contact us if they have any feedback or concerns, and for them to feel comfortable to do so.
- Building strong connections helps us to improve our services.
- At the end of both surveys, we remind people of ways they can get in touch with Endeavour Foundation to keep the conversation flowing.

We value their time (and yours)

- The surveys take around five minutes each to complete but may take longer if the person taking the survey wants to add comments or needs support to complete the survey.
- We ask that you support people who need help to complete the survey.
- We understand you are busy supporting people with other things. If you are short on time and someone needs help with the survey, our Communications and Engagement team can assist. Just email them at communications@endeavour.com.au with the person's contact details and they can get in touch.

People taking the survey have the chance to win an \$85 Kingaroy Kitchen hamper.

- There will be two hampers on offer: one for families and carers, and one for people we support.
- To enter, they will need to leave their name and contact details when prompted in either survey (question one).
- It is ok if people want to complete the survey anonymously, they just won't be entered into the prize draw.

- You can find out more about the \$85 Kingaroy Kitchen hamper on the Kingaroy Kitchen website (<https://www.kingaroykitchen.com.au/product/kingaroy-kitchen-favourites>).
- The winners of the Kingaroy Kitchen hampers will be published in the May edition of Connections. They will be notified beforehand. We will also share the results of the survey in the May edition of Connections.