

Cultural Safety Survey Questions

Demographics

Are you a hospital patient or a visitor?

- Patient
- Visitor (end survey)
- Both

Which hospital were you admitted to?

Click or tap here to enter text.

What is your Gender?

- Male
- Female

Other Click or tap here to enter text.

Are you of Aboriginal or Torres Strait Islander origin?

- No (end survey)
- Yes, Aboriginal
- Yes, Torres Strait Islander
- Yes, both Aboriginal and Torres Strait Islander

What is your age?

- 18-24
- 25-44
- 45-64
- 65-74
- 75+

How far have you travelled from home to go to hospital?

- 0-100km
- 251-500km
- 500+km

1. During your stay in hospital, how often did the hospital staff listen carefully to you?

Never Sometimes Usually Always

2. Were you able to talk to hospital staff about any health questions or concerns?

Never Sometimes Usually Always

3. How often did hospital staff give you easy to understand information about your condition or concerns?

Never Sometimes Usually Always

4. How often did hospital staff seem to know the important information about your medical history?

Never Sometimes Usually Always

5. How often did hospital staff show respect for what you had to say?

Never Sometimes Usually Always

6. How often did hospital staff interrupt you when you were talking?

Never Sometimes Usually Always

7. How often did hospital staff rush or talk too fast with you?

Never Sometimes Usually Always

8. How often did hospital staff explain your treatment in a way that was difficult to understand?

Never Sometimes Usually Always

9. How often did hospital staff talk down to you or use a rude tone or manner with you?

Never Sometimes Usually Always

10. How often did hospital staff spend enough time with you?

Never Sometimes Usually Always

11. Do you feel like you can tell hospital staff anything? Even things that you might not tell anyone else?

Never Sometimes Usually Always

12. Do you trust the hospital staff with your medical care?

Never Sometimes Usually Always

13. Do you feel that the hospital staff will always tell you the truth about your health, even if there is bad news?

Never Sometimes Usually Always

14. Do you feel that the hospital staff really care about your health?

Never Sometimes Usually Always

15. Were the receptionists at this hospital as helpful as you thought they should be?

Never Sometimes Usually Always

16. How often did the receptionists at this hospital treat you with courtesy and respect?

Never Sometimes Usually Always

17. How often have you felt uncomfortable in the hospital environment?

Never Sometimes Usually Always

Was there anything in particular about the hospital environment that made you feel unwelcome or uncomfortable?

Click or tap here to enter text.

18. Do you feel that hospital staff genuinely respect your cultural values and practices?

Never Sometimes Usually Always

19. How often have you felt unfairly treated at this hospital because of your race or cultural background?

Never Sometimes Usually Always

20. During your time in this hospital, were you ever asked if you would like to talk to the Aboriginal Hospital Liaison Officer?

Yes No Not sure Other

21. Would you like to have been able to talk to the Aboriginal Hospital Liaison Officer?

Yes No Not sure Other

22. During your time in this hospital, how often have you been able to talk to the Aboriginal Hospital Liaison Officer?

Never Sometimes Usually Always

23. After talking to the Aboriginal Hospital Liaison Officer do you feel more comfortable or at ease about your concerns?

Never Sometimes Usually Always

24. How often did your family visit you in hospital?

Never Sometimes Usually Always

25. Did your family feel comfortable visiting you in hospital?

Never Sometimes Usually Always

Do you have any suggestions for how this hospital can improve its services for Aboriginal people?

Click or tap here to enter text.