

## OPC Confidential Survey For Client

### OPC Service

1. Please indicate your overall level of satisfaction with the service provided to you by the OPC.

<input checked="" type="checkbox"/> Satisfied	<input type="checkbox"/> Not satisfied
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2. How many times do you have contact with an OPC Estate Manager(s) each year?

<input type="checkbox"/> 1 or less	<input type="checkbox"/> 2 to 10	<input type="checkbox"/> 11 to 20	<input checked="" type="checkbox"/> More than 20
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3. Do you feel that this level of contact with the Estate Manager(s) is enough?

<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No	<input checked="" type="checkbox"/> I would prefer more contact	<input type="checkbox"/> I would prefer less contact
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4. How many OPC Estate Manager(s) have you had in the last 2 years?

<input type="checkbox"/> 1 Estate Manager	<input type="checkbox"/> 2 or 3 Estate Managers	<input type="checkbox"/> 3 to 10 Estate Managers	<input checked="" type="checkbox"/> More than 10 Estate Managers
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5. When your estate manager changes what happens to the service you receive from OPC?

<input type="checkbox"/> Improves	<input checked="" type="checkbox"/> No change	<input type="checkbox"/> Worse
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6. Do you believe that OPC has made a major decision about your financial affairs in the last 12 months?

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Don't know
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If YES, are you satisfied the OPC asked for, and considered, your views when making those decisions?

<input type="checkbox"/> Satisfied	<input type="checkbox"/> Not satisfied	<input checked="" type="checkbox"/> No opinion
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7. Do you feel you have access to money when you need it?

<input type="checkbox"/> Always	<input checked="" type="checkbox"/> Most of the time	<input type="checkbox"/> Rarely
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8. How would you rate the time it takes for OPC to respond to your calls?

<input type="checkbox"/> Very poor	<input type="checkbox"/> Poor	<input type="checkbox"/> Getting worse	<input checked="" type="checkbox"/> Getting better	<input type="checkbox"/> Good	<input type="checkbox"/> Very good	<input type="checkbox"/> No opinion
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### Overall Satisfaction

9. Have your financial affairs improved since the financial management order was made?

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<input type="checkbox"/> Don't know
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10. Are you familiar with OPC's published service standards?  Yes  No

If YES, do you believe that OPC have satisfied those service standards?

<input type="checkbox"/> Completely satisfied	<input type="checkbox"/> Satisfied Most	<input type="checkbox"/> Satisfied few	<input type="checkbox"/> Have not satisfied any	<input checked="" type="checkbox"/> No opinion
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**Confidential Survey for Client**

**OPC Fees**

11. Which of the following best describes your feelings about the fees charged by OPC and the services they provide to you?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I would pay more fees if services were improved/ increased	I would accept a lower level of service if fees were reduced	I am happy with the level of fees, given the services I receive	Services should be improved/ increased to provide value for the fees I pay.	No opinion

12. Have you disagreed (formally or informally) to an OPC decision in the last 12 months?

If **YES**, are you happy that the OPC sought reasons for your concerns and adequately considered them?

<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Satisfied	Not satisfied	No opinion	

13. Are you aware that the Administrative Decisions Tribunal can review decisions made by the OPC regarding your affairs?

If **YES**, do you think this is an improvement to the complaints handling process for OPC?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Large improvement	Small improvement	No improvement	Worse than before	No opinion

14. Did you require assistance to complete this survey?

If **YES**, what relationship best describes the person who assisted you?

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Family Member	Friend	Carer	Accommodation Provider	Other Service Provider

**PLEASE ONLY ANSWER THIS QUESTION IF YOU HAVE INVESTMENTS WITH THE OPC  
Common Fund & Investment Performance**

15. Which of the following best describes your feelings about OPC's Investment Performance?

<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Good in comparison to other organisations	Adequate in comparison to other organisations	Adequate but I have not or cannot compare it to other organisations	Inadequate but I have not or cannot compare it to other organisations	Inadequate in comparison to other organisations	No opinion

16. Do you have any additional comments regarding OPC's service?

05-06-14

I AM MOST MOST MONEY WEEKLY \$190  
AND EXTRA MONEY EVERY WEEK \$50  
EVERY 2 WEEK INJECTION AND AET MEDICEN