

# Family and Staff Relationship Implementation Tool

## (FASRIT)



PLEASE INDICATE THE EXTENT TO WHICH THE FOLLOWING STATEMENTS ARE TRUE BY PLACING A TICK ☒ IN THE CORRESPONDING BOX:

|   | Never                    | Sometimes                | Often                    | Always                   | Don't know               |
|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1. Staff know a lot about each resident.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Staff have good relationships with families.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Staff ask families for information about their relatives.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Staff know what the residents need.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Information about the facility is given to families before the decision is made for their relatives to move into the facility. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Information about the aged care facility's mission, vision and values is given to families.                                    | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Families are offered updates about their relative's care.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Families are involved in reviewing the facility's mission, vision and values.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Families are encouraged to ask for information whenever they need it.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Families and staff share the same goal about residents' care.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Staff and families work well together.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 12. Staff provide opportunities for families to be involved in decision-making about their relative's care if they wish.          | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 13. Staff ask residents if they would like their families to be involved in decision-making about their care.                     | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 14. Staff and families are clear about their roles in the care of residents.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 15. Staff and families agree about residents' individual needs.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

### Instructions for use

This questionnaire aims to measure the extent to which a range of practices and behaviours related to staff-family relationships are present in this aged care facility. That is, how often do you observe these practices and behaviours?

The questionnaire consists of 25 statements. You are asked to decide to what extent you think each statement is true of this aged care facility. Please put a tick in the box that best fits with what you think. It is important that you respond to all the statements.

Australian Centre for Evidence Based  
Aged Care (ACEBAC) a research centre of

**AIPCA**  
Australian Institute  
for Primary Care & Ageing

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|---|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 16. Families give feedback about the contribution staff make to their relative's care.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 17. Staff give feedback about the contribution families make to their relative's care.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 18. There is open communication between staff and families.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 19. Staff offer emotional support to families.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 20. Policies explain how staff-family relationships will be promoted.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 21. Policies encourage all levels of staff and families to work together as a team.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 22. The importance of good staff-family relationships is reflected in the philosophy of this facility.                                  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 23. Opportunities are provided for care staff from non-English speaking backgrounds to help them improve their English language skills. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 24. Everyone involved in the resident's care works together as a team.  | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 25. Staff are provided with training to work with families.   | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

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