



Bi-Annual Feedback Report January–June 2016

113 surveys
were returned.

Jul-Dec 2015

51 returns

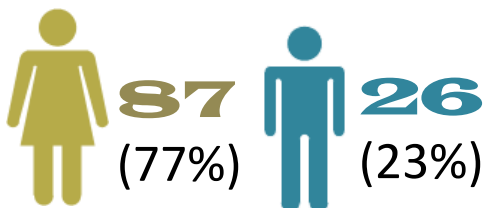
This is the first report with full change over to our new survey forms .

Survey numbers increased from last report , mainly due to the inclusion of the annual Aged and Disability Support Services surveys.

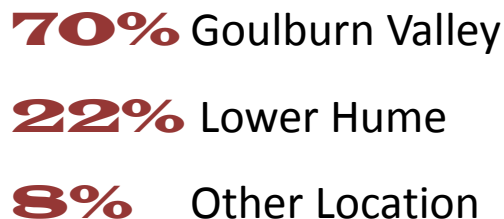
Client sample characteristics

Similar to the last report, survey respondents were mainly female. Survey returns from the Lower Hume area decreased (previously 44%). There were a number of surveys from clients indicating they live outside FamilyCare's service region.

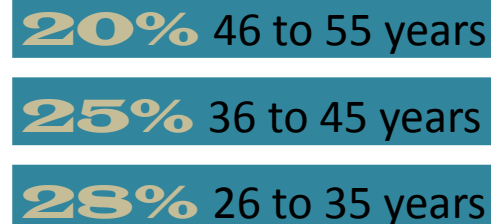
Gender of respondents



Region

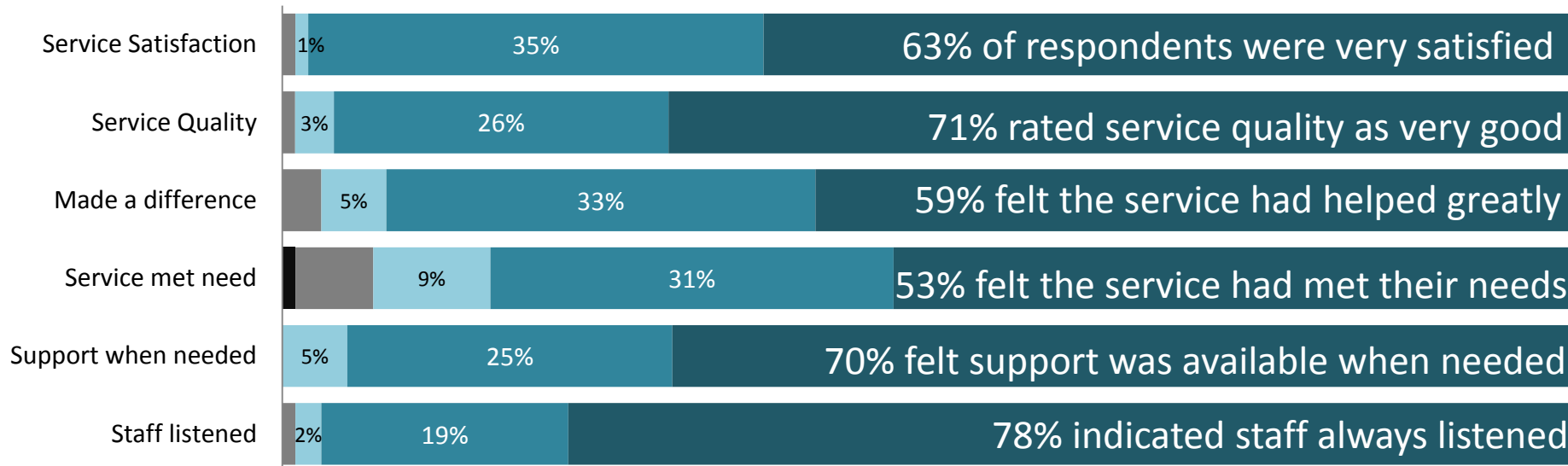


Main Age Ranges



Key Measurement Areas

Rating options **1** (no, very poor) to **5** (very good, always)



- **Service Access** 64% of service access was via a referral and 27% from family or friends
- **Service Use** 25% of service use was for a duration of 1 to 6 months, 21% over 2 years and 16% one off
- **Adequate information** 91% felt they had been given adequate information on support options
- **Raise a concern** 59% of respondents knew how to raise a concern if needed, 25% felt confident they could find out, however 14% indicated they didn't know how.

Comments

As well as selecting from ratings in the surveys, respondents often provide additional comments. Here is a brief sample of these responses:

The one on one program with ('worker') was very helpful, he was a great help.

2016 Jan-Jun Men's Program routine client survey collection

*"All the service is great.
Will need it in the future.
Thank you."*

2016 Carer Support Services annual 'aged' survey

"Found it difficult to be put in the program, long waiting time. This service made a huge difference to my family"

2016 Jan-Jun Parent Child Program routine client survey collection

"Overall the support has helped our daughter and given her lovely social outings, which I feel has made her the well rounded young lady that she is today. She said that she's able to be herself, which I then notice how relaxed she is after an outing. Thank you so much for all your support."

2016 Disability Support Services annual survey

Summary

We are starting to build a set of information that will allow for more meaningful comparison of feedback FamilyCare receives over time . If you have any questions or comments, please let us know.



26 unsolicited feedback entries

Jul-Dec 2015
31 entries

As well as asking for feedback on a survey form, we also receive other communications from a variety of sources.

6
Complaints

Were about;

- 5) Workers
- 1) Quality

Came from;

- 2) Clients
- 2) Professionals
- 1) Relative
- 1) Community

Received via;

- 2) Phone
- 2) Mail
- 1) In person
- 1) Website



Suggestion

about Service Quality from a professional via email, regarding processes.

19
Compliments

- 9) Quality
- 4) Workers
- 4) Collaboration
- 2) Outcomes

- 8) Clients
- 6) Professionals
- 4) Providers
- 1) Community

- 8) Email
- 5) Phone
- 3) In person
- 3) Mail

Trends

