



# Client Satisfaction Feedback Report January – June 2017

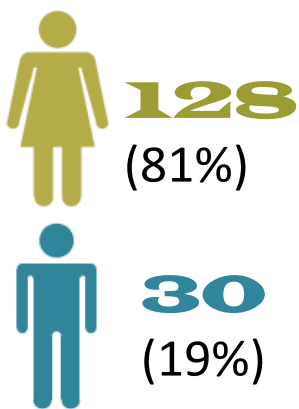
FamilyCare's Client Satisfaction Feedback Report includes a new feature: a comparison for the key measurement areas Jan-Jun 2016 and 2017.

158 surveys were returned.

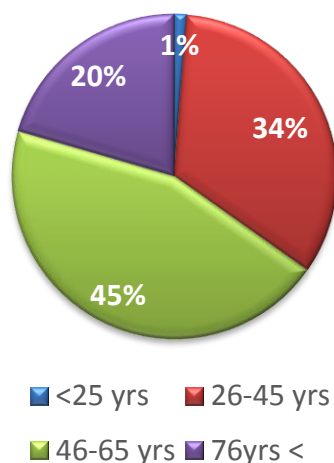
Jun-Dec 2016  
173 returns

## Client sample

### Gender



### Age Range



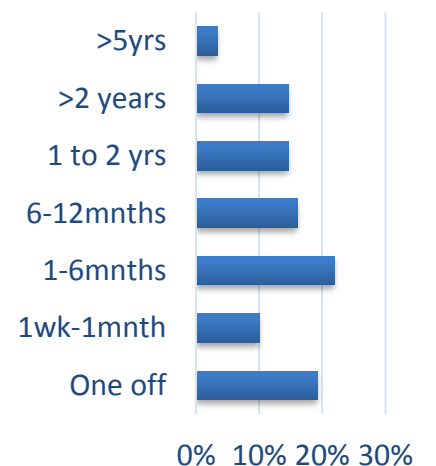
### Region

75% Goulburn Valley  
19% Lower Hume  
6% Other Location

### Culture

Two clients identified as Indigenous Australian; while six indicated they were from a culturally and linguistically diverse background.

### Duration of Service

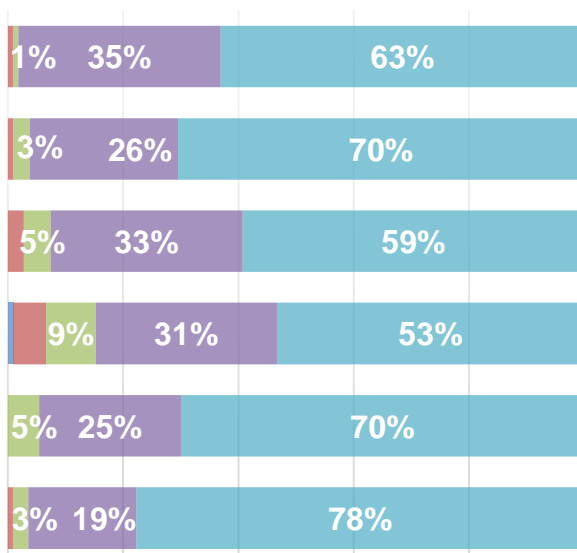


## Key Measurement Areas

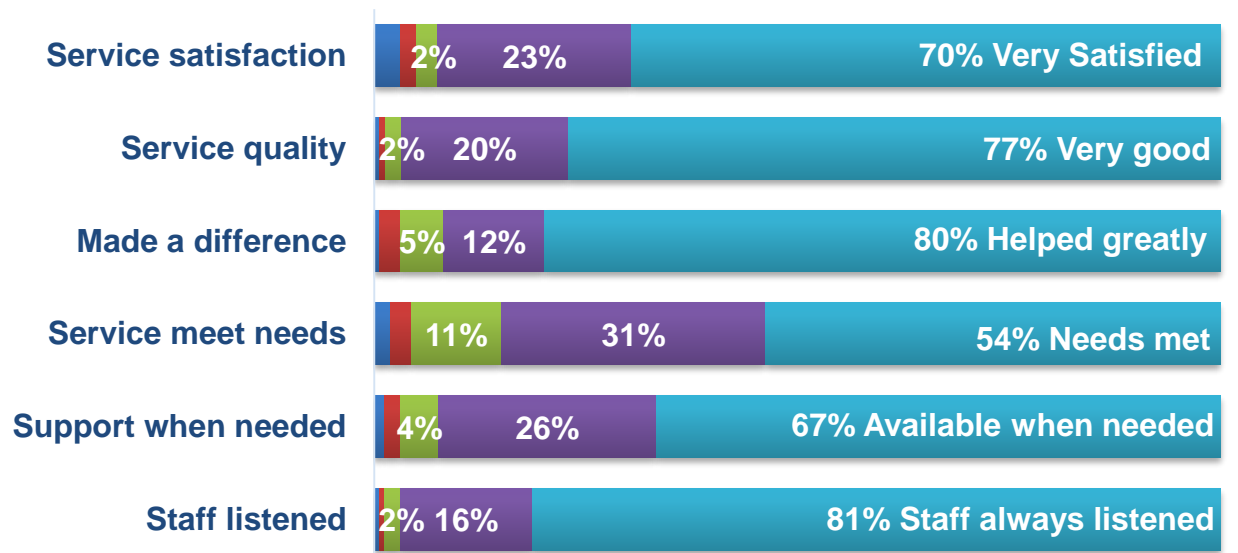
Rating options 1 (no, very poor) to 5 (very good, always)



### Jan-Jun 2016



### Jan-Jun 2017



- **Referral sources** 68% via other services and 20% via family or friends; 7% from advertising and 5% were self-referrals
- **Adequate information** 88% reported receiving adequate information on support options
- **Raising concerns** 50% knew how to raise a concern, 37% confident they could find out, 10% did not know how.

**40** unsolicited feedback entries

Jul-Dec 2016  
**28** entries

Clients provide feedback via email, phone, in person and via the website.



32 Compliments

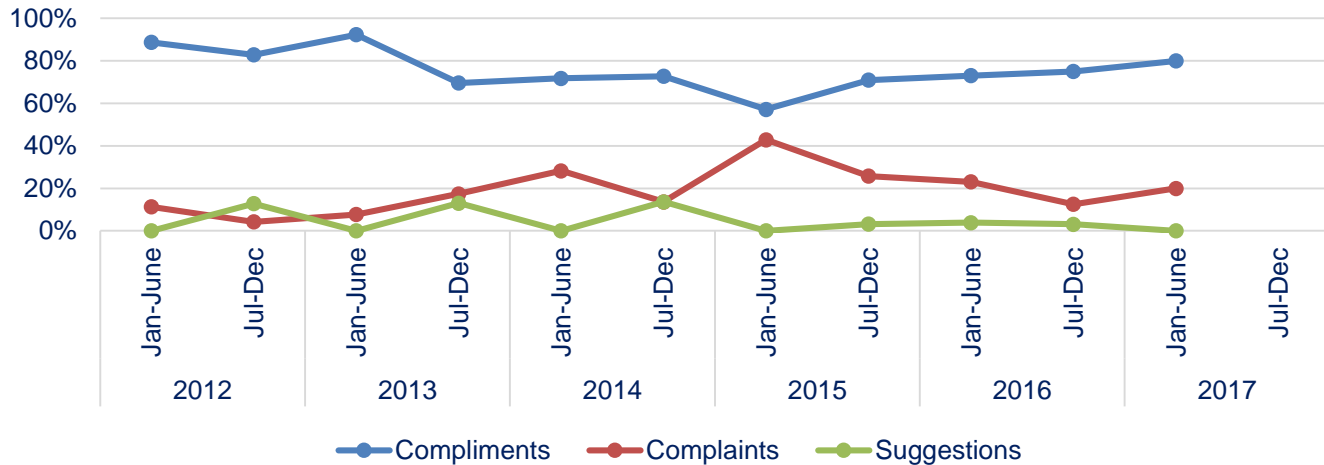


8 Complaints

Topic	Came from	Received via	Suggestion
Quality – 20 Workers – 14 Collaboration – 4 Outcomes – 4	Parent/Carer – 12 Professionals – 10 Community Member - 6 Clients – 3 Providers – 1	Email – 17 Phone/Text – 5 In person – 6 Have Your Say – 1	No suggestions received.
Workers – 5 Quality – 2 Collaboration – 2	Professional – 5 Clients – 2 Community Member – 1	Email – 4 In person – 2 Have Your Say – 1 Phone/Text – 1	

## Trends

Unsolicited Feedback Trends



## Comments

“If I ever need to talk to someone or need information in a matter that I am dealing with I know I can call FamilyCare for emotional support as well as good sound information. I think it is a wonderful organisation to have that I (or anyone else) can call..”

“I should have come sooner (to Men's Program)”

“I have had help many times, I feel that we should be able to contact you at anytime needed as unexpected events happen all the time. I have no family but my own will-power to keep going.”

“When I used FamilyCare I was very pleased with the help I received. I couldn't have asked for more and everyone was so nice about it all. Thankyou.”

“The child I am caring for comes from a life of neglect, trauma and abuse. Coming to IntoRec has helped so much with his social skills and learning what it's like to be a real kid, playing and interacting with other kids in fun settings. Staff are amazing. Thank you so much.”

“Very good service. The people you talk to are on the ball and know what they are talking. Good communications.”