



# Client Satisfaction Feedback Report July – December 2016

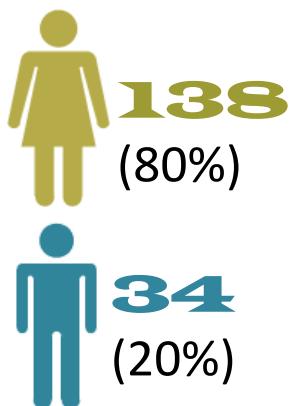
There was a significant increase in the number of surveys returned this repeating period in comparison to the previous period.

**173** surveys were returned.

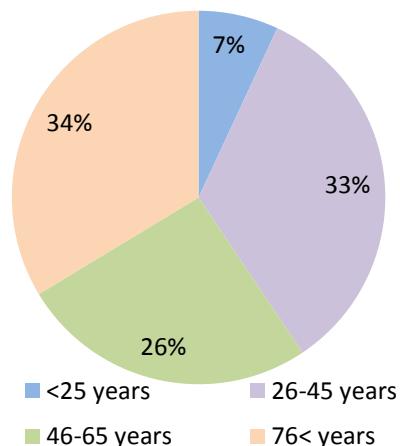
Jan – Jun 2016  
**113** returns

## Client sample

### Gender



### Age Range



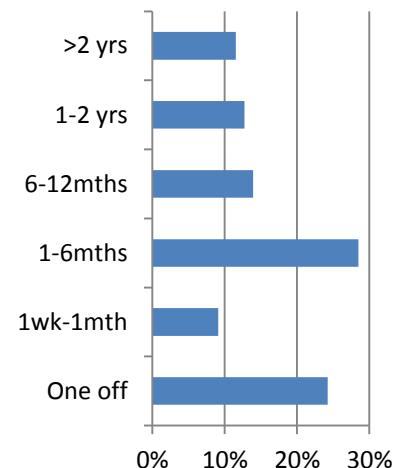
### Region

**66%** Goulburn Valley  
**30%** Lower Hume  
**4%** Other Location

### Culture

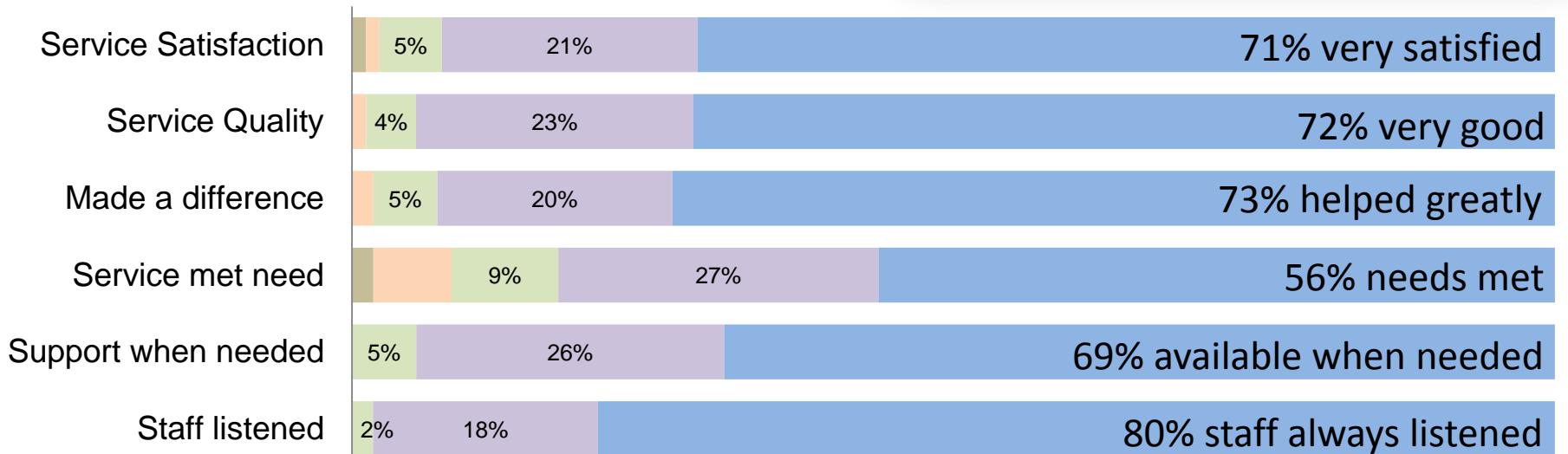
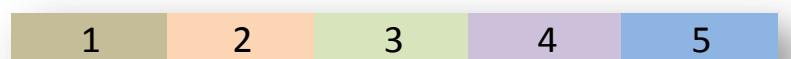
One client identified as Indigenous Australian; while four indicated they were from a culturally and linguistically diverse background.

### Duration of Service



## Key Measurement Areas

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



- **Referral sources** 75% via other services and 33% via family or friends; some came from a school and mothers' groups
- **Adequate information** 93% reported receiving adequate information on support options
- **Raise a concern** 37% knew how to raise a concern, 54% confident they could find out, 5% did not know how.



# Unsolicited Feedback and Comments

## July - December 2016

28 unsolicited feedback entries

Jan - Jun 2016  
26 entries

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



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Compliments

### Topic

Quality – 20  
Workers – 14  
Collaboration – 4  
Outcomes – 4

### Came from

Clients – 6  
Professionals – 7  
Providers – 8  
Parent/Carer – 6

### Received via

Email – 12  
Phone/Text – 8  
In person – 4  
Mail – 3

### Suggestion

No suggestions received.



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Complaints

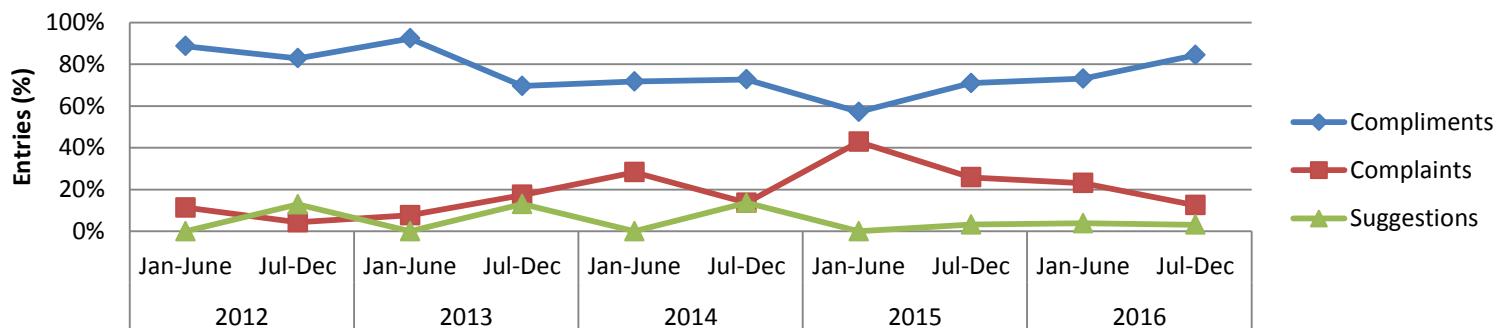
Workers – 3  
Quality – 2  
Outcomes – 2

Clients – 2  
Parent/Carer – 2

Phone/Text – 4  
Email – 1  
*(a combination of mediums used for one client)*

## Trends

### Unsolicited Feedback Trends



## Comments

“Probably more respite for my daughter - but I do understand about funding availability.”

“We were ever so thankful for all services that were offered - great job.”

“The help and support given was enough needed during a time of crisis in an unfortunate difficult situation. No, I am overall happy and satisfied with the outcome from your service.”

“The experience was a great help. Taught me things to look out for and how to deal with them. Felt I got all the information I needed.”

“Our worker was fantastic, always replies as soon as possible and supports well. Thank you's for helping our family in a great manner and supporting us through a troubled time.”

“It would help if there were two or three more visits after the program is finished. Just to make sure all good and understood.”