

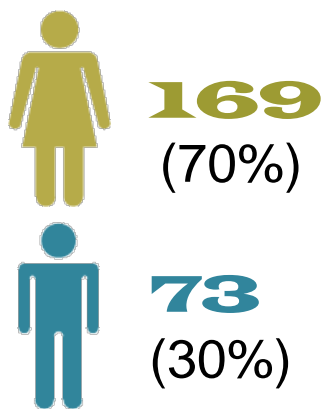
246 surveys
were
returned.

Jul – Dec 2017
120 returns

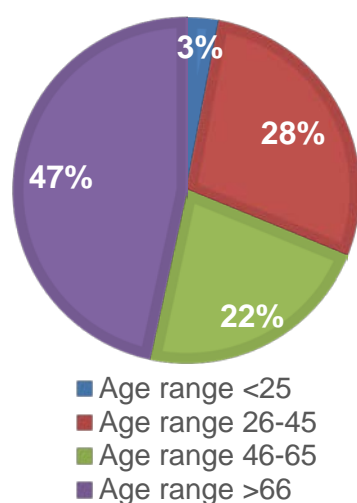
The large discrepancy in survey returns can be related to annual mail-outs for some program areas. Over the course of the year, these discrepancies even out.

Client sample

Gender



Age Range



Region

79% Goulburn Valley
17% Lower Hume
4% Other Location

Culture

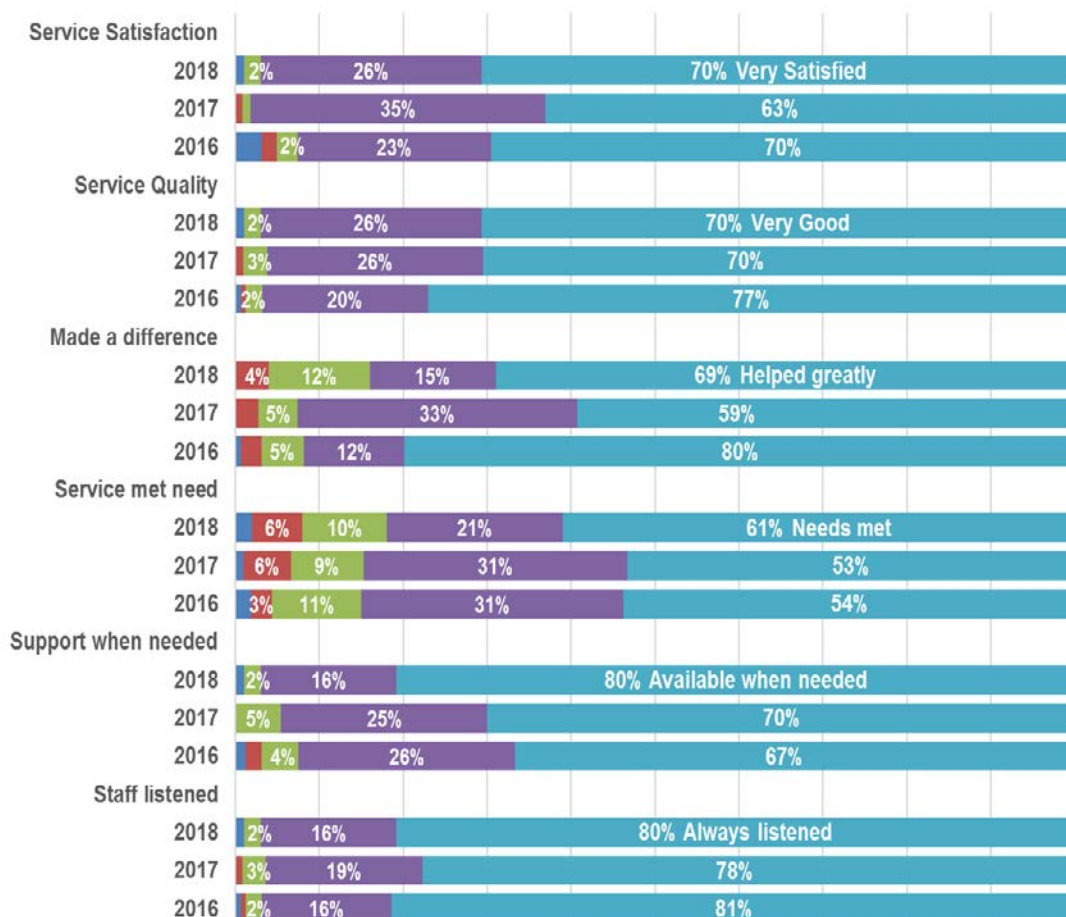
Clients identified as:
1. Indigenous Australians: 3
2. CALD Background: 3

Duration of Service



Key Measurement Areas

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



Referral sources

- 67% via other services
- 22% via family or friends
- 10% were self-referrals

First contact

- 42% were contacted immediately
- 30% within 24hrs
- 13% waited more than four days

Adequate information

- 88% reported receiving adequate information on support options

Raising concerns

- 62% knew how to raise a concern,
- 23% confident they could find out,
- 6% did not know how.

Unsolicited Feedback and Comments

January - June 2018

32 unsolicited feedback entries

Jul - Dec 2017
25 entries

Unsolicited feedback now includes ratings and comments from Google Business Reviews



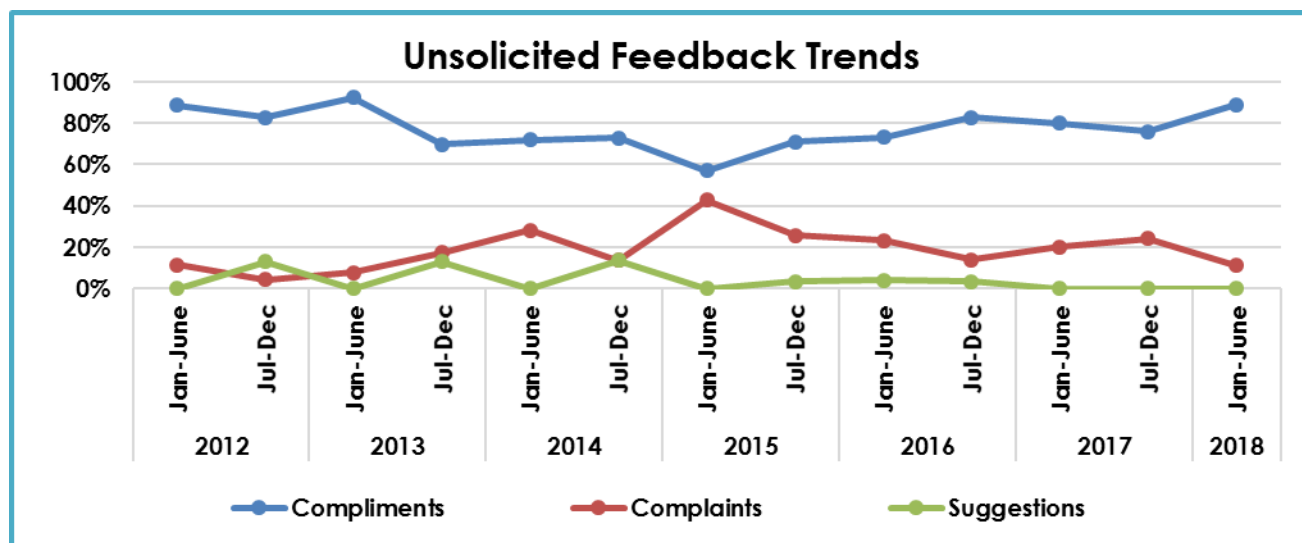
28 Compliments



4 Complaints

Topic	Came from	Received	Suggestion
Workers - 13 Quality - 11 Information/Support - 8 Service Outcomes - 5	Clients - 12 Parent/Carer - 7 Google - 4 Service Providers - 2 Professionals - 2 Community Member - 2	Card/letter - 7 In person - 7 Email - 5 Google - 4 Have your say - 4	No suggestions received.
Workers - 4 Information/Support - 1	Clients - 2 Service provider - 1 Google - 1	Phone - 3 Google - 1	

Trends



Comments

"It would help to reduce the waiting period for the Day Stay Program. Program for night sleeps locally would also be great. Staff were fantastic - they explained everything to us, provided options we were comfortable trying and was very professional. Thank you."

"It helped us through some dark times and gave us support and focus as well as understanding. The FamilyCare team went up and beyond! Thank you all."

"The support that we have received from FamilyCare staff has been fantastic. Staff have always been warm, friendly and tried to support us anyway they can. Thank you so much FamilyCare for supporting my family over the years."

"The help that FamilyCare gave to my family came at a time when we needed it the most. It helped to get us back on track. Thank you."

"It would help to be able to talk to someone on the phone when I have additional questions rather than leaving a message for a call back."

"Learned a lot about myself and others around me. Very happy with the course. The course really hit home for me. It certainly has changed me for the better (I believe). Thanks to the staff running the course."