

Client Satisfaction Feedback Report July – December 2018

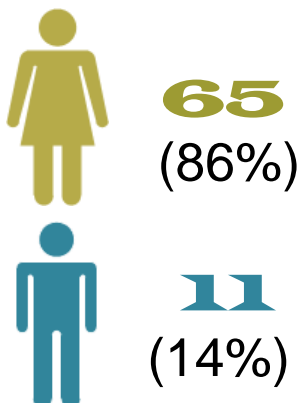
76 surveys
were returned.

Jan – Jun 2018
246 returns

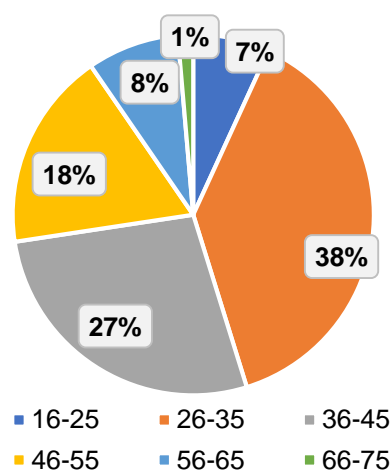
There was a reduction in the volume of client feedback received for this reporting period, however, the total number for the year increased from 284 in 2017 to 320 in 2018.

Client sample

Gender



Age Range



Region

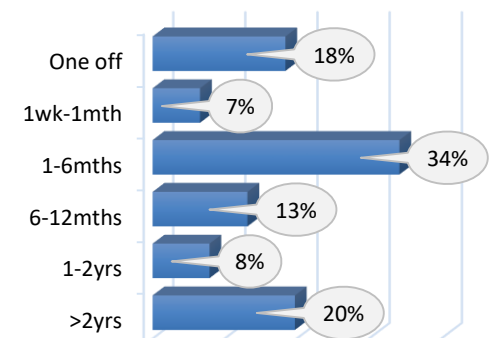
70% Goulburn Valley
25% Lower Hume
5% Other Location

Culture

Clients identified as:
Indigenous Australians: 1
CALD Background: 1

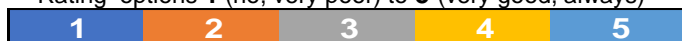
Duration of Service

Duration of Service



Key Measurement Areas

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



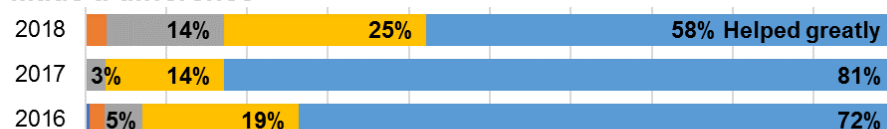
Service satisfaction



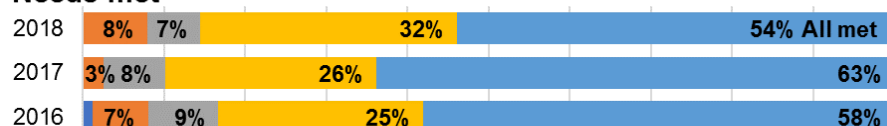
Service quality



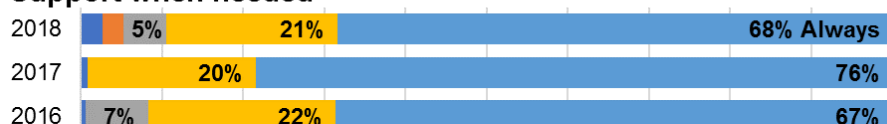
Made a difference



Needs met



Support when needed



Staff listened



Referral sources

- 59% via other services
- 24% via family or friends
- 11% previous experience

First contact

- 36% were contacted immediately
- 28% within 1 day
- 13% waited more than four days

Adequate information

- 91% reported receiving adequate information on support options

Raising concerns

- 54% knew how to raise a concern,
- 18% confident they could find out,
- 15% did not know how.

Unsolicited Feedback and Comments

July – December 2018

Clients can provide feedback via email, phone, in-person, via FamilyCare's website and by online ratings services (e.g. Google and Clickability).

23 unsolicited feedback entries

Jan – Jun 2018
34 entries

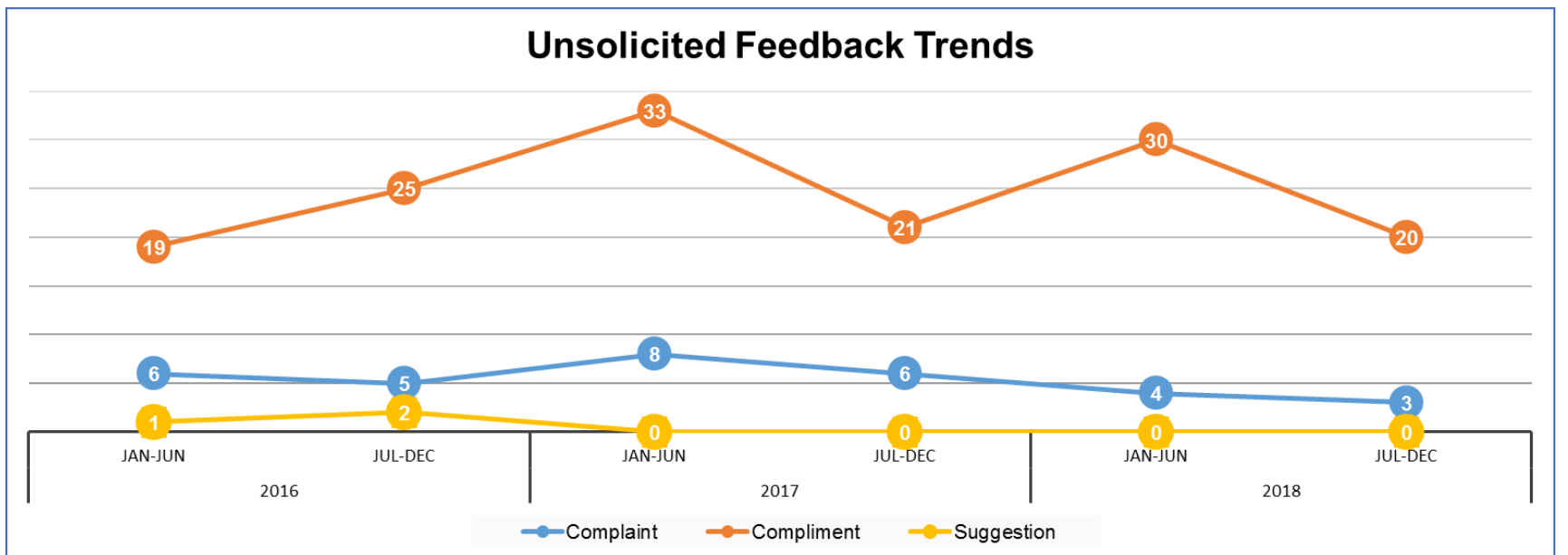


23 Compliments



3 Complaints

Topic	Came from	Received via	Suggestion
Service Quality – 19 Information/support - 8 Workers – 6 Working collaboratively - 4	Parent/Carer – 8 Clients – 3 Service providers – 3 Community member – 2 Volunteers – 2	Email – 7 In person – 6 Phone – 2 Google – 2 Clickability – 1 Card/letter – 1 Have your say – 1	No suggestions received.
Service outcome – 2 Customer service - 2 Information/Support – 2	Clients – 2 Volunteer – 1	Phone – 1 Email – 1 In person – 1	



Comments

It would have helped to have carer's times away or day trips. Fabulous job; fantastic staff; love you all. They make you and your child feel like family. I'm so super grateful that I walked in nearly two years ago.

The support I received was excellent. Just want to say thank you for providing a wonderful free service in a time of need.

It would help to have immediate respite and more everyday strategies/techniques. A wonderful program. We highly recommend it. More pick up options form Wallan/Kilmore.

Please keep this valuable service going. I have used it with all three and learnt something new each time. It saved my sanity and relationship with my first. The region needs this.

My caseworker was always supportive and kind to us. Never promised anything she couldn't do but went to extra effort to help us with anything in her power.

Many thanks especially to the staff member who dealt with me; such an amazing person. I will be forever grateful for the knowledge given to me, the help, the patience...I could honestly go on and on. Thank you.