

# Client Satisfaction Feedback Report

## January – June 2019

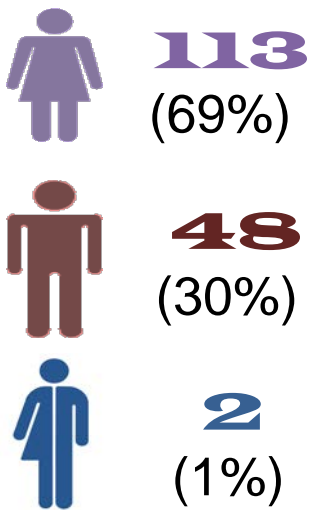
164 surveys were returned.

Jul – Dec 2018  
76 returns

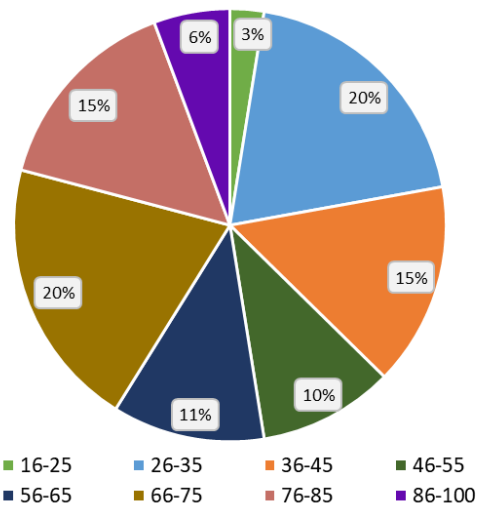
There are a number of factors that impact the rates of survey returns, including some programs conducting annual mail-outs. FamilyCare is always aiming to increase the opportunities for clients to have a say on the service they receive.

### Client sample

#### Gender



#### Age Range



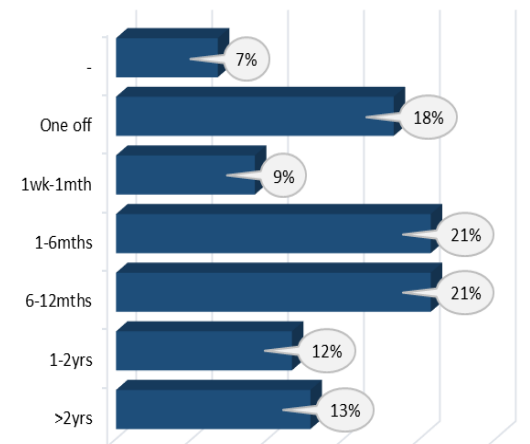
#### Region

64% Goulburn Valley  
30% Lower Hume  
6% No response

#### Culture

Clients identified as:  
Indigenous Australians: 0  
CALD Background: 4

#### Duration of Service



### Key Measurement Areas

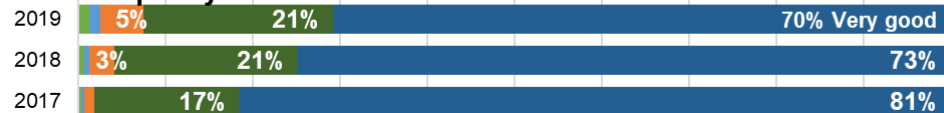
Rating options 1 (no, very poor) to 5 (very good, always)



#### Service satisfaction



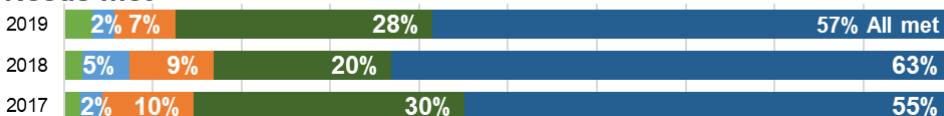
#### Service quality



#### Made a difference



#### Needs met



#### Support when needed



#### Staff listened



#### Referral sources

- 58% via other services
- 20% via family or friends
- 16% previous experience

#### First contact

- 45% were contacted immediately
- 17% within 1 day
- 10% waited more than four days

#### Adequate information

- 85% reported receiving adequate information on support options
- 10% were unsure

#### Raising concerns

- 51% knew how to raise a concern,
- 24% confident they could find out,
- 9% did not know how.

# Unsolicited Feedback and Comments January – June 2019

Unsolicited feedback, particularly complaints or suggestions, help us to continually review and improve our programs.

**40** unsolicited feedback entries

Jul – Dec 2018  
**23** entries



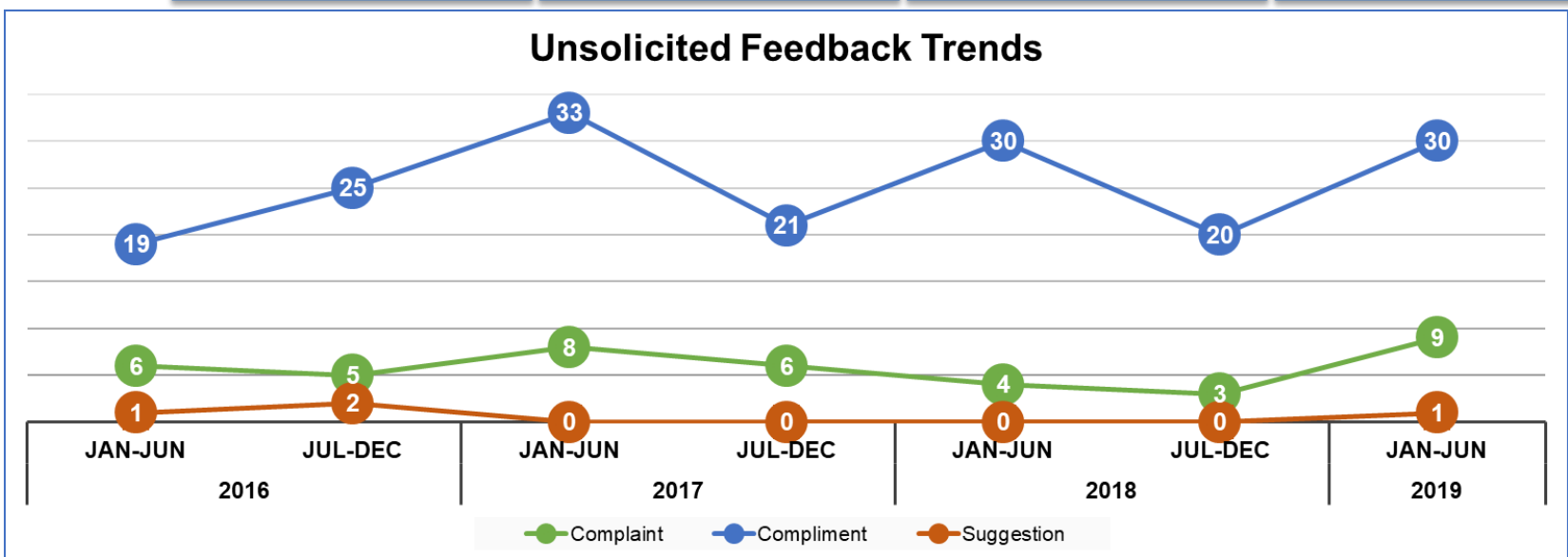
30 Compliments



9 Complaints

Topic	Came from	Received via	Suggestion
Service Outcome – 15 Service Quality – 10 Workers – 10 Customer Service – 6 Information/Support – 4	Clients – 11 Organisation – 7 Community member – 6 Parent/Carer – 5 Professional – 1	Email – 12 Card/letter – 8 In person – 4 Phone – 2 Text – 2 Have your say – 1 Website – 1	Improvement ideas - 1
Workers - 7 Service outcome – 2 Customer service - 2 Information Support – 2 Service quality – 1 Working collaboratively – 1	Clients – 6 Parent/Carer – 3	Phone – 6 Email – 1 In person – 1 Feedback follow-up	All complaints were responded to promptly and in accordance with FamilyCare's Feedback and complaints policy.

**Unsolicited Feedback Trends**



## Comments

*The staff were amazing! I walked in shaky and anxious and not knowing what I was doing. I walked out confident, knowing what to do and also knowing there is help if I need it.*

*Was not possible to have had more help, the worker did an 'above and beyond' job.*

*It would have helped to have some respite options, immediate support was unavailable when my son was making threats to hurt himself. My FamilyCare worker was fantastic and the care and support we received was much more than I had expected.*

*It helped just knowing I got a few hours respite and mum was safe. I think the worker was a great communicator and makes life very easy on the carer (me). Awesome service 100%.*

*It would help to have more government funding for programs to be more often. A massive thank you to all the staff for all the help and support they gave me and my family. More thought put into times, mothers with preps struggle with the first 7 weeks as preps have Wednesdays off.*

*Would like to mention the Carers Day out late last year in Echuca. It was a fantastic day, so well organised and everyone seemed to enjoy themselves. Would love to see more opportunities such as this. Well done everyone!*