

Client Satisfaction Feedback Report

July – December 2019

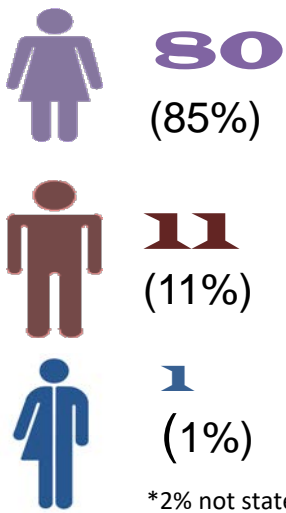
94 surveys were returned.

Jan – June 2019
164 returns

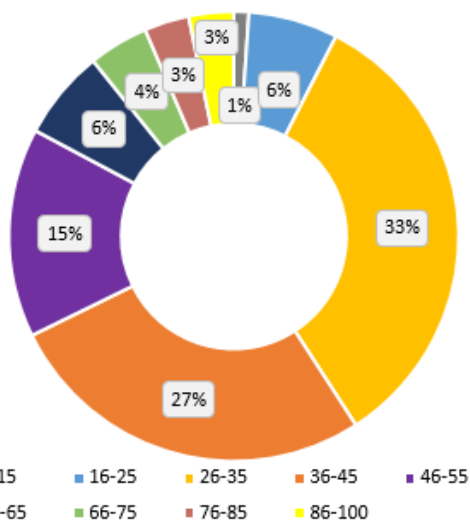
Jul – Dec 2018
76 returns

Client sample

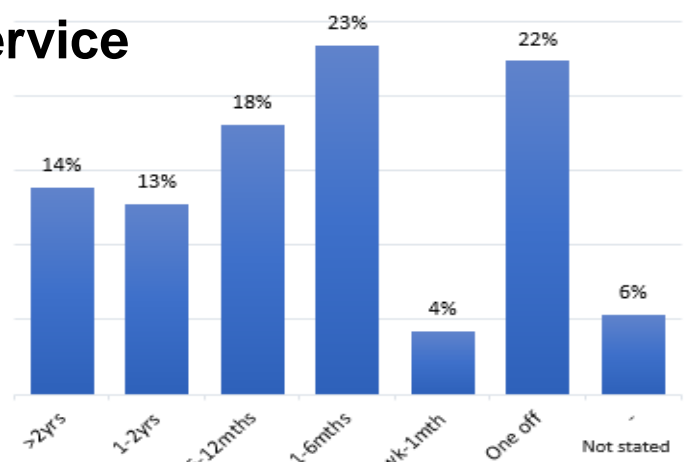
Gender



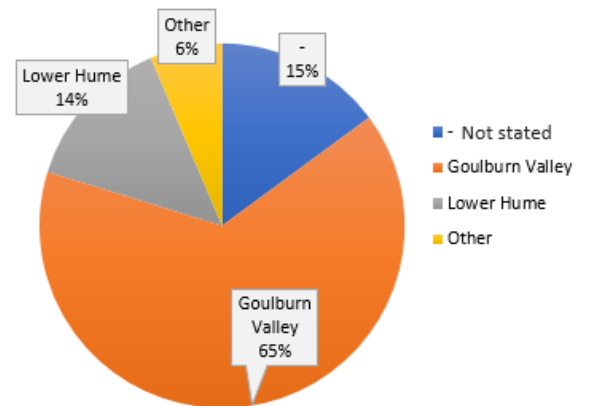
Age Range *2% not stated



Duration of Service



Region

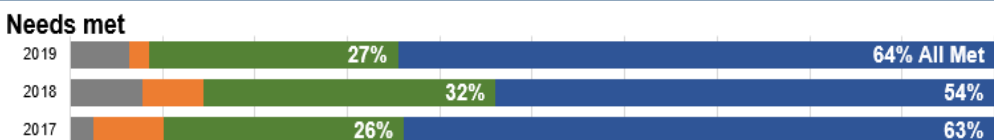
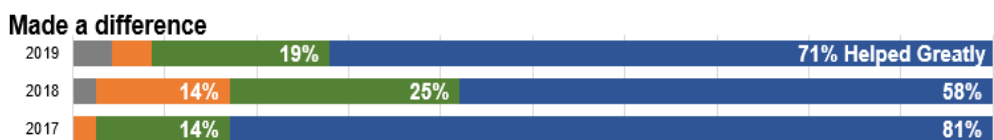


Culture Indigenous Australians: **1** (self-identified)

Key Measurement Area

Comparison With Previous Years

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



Referral sources

- 42% via other services
- 19% via family or friends
- 16% previous experience

First contact

- 44% were contacted immediately
- 20% within 1 day
- 11% waited more than four days compared to 2% contacted within four days

Adequate information

- 93% reported receiving adequate information on support options
- 5% were unsure

Raising concerns

- 61% knew how to raise a concern
- 20% confident they could find out
- 5% did not know how

Unsolicited Feedback and Comments

July – December 2019

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

37 unsolicited feedback entries

Jan – June 2019
40 entries

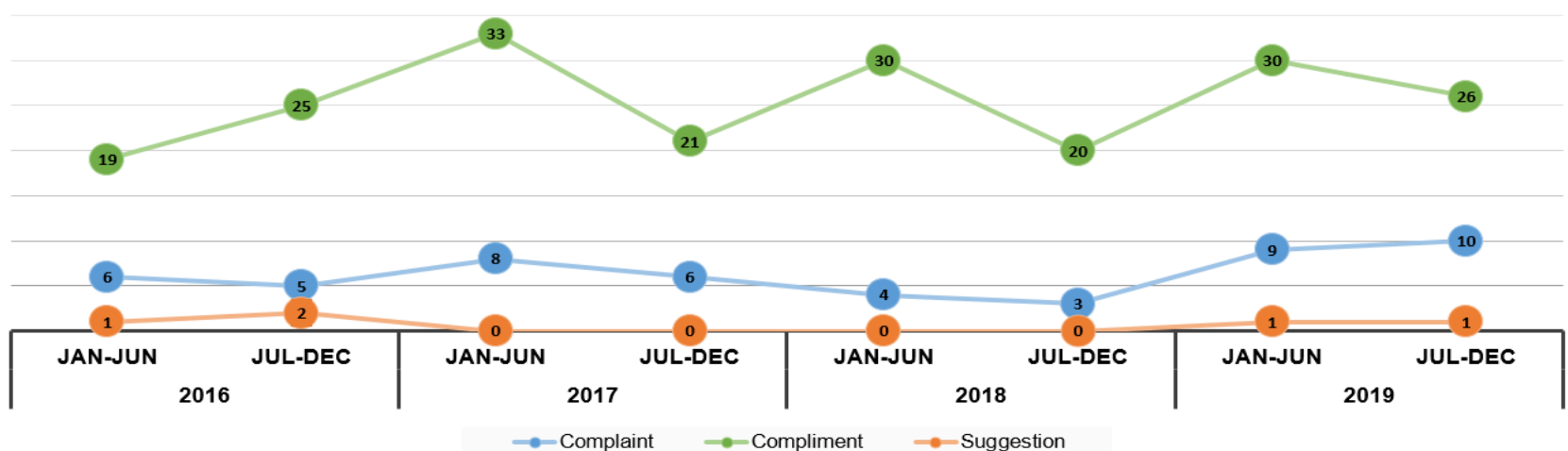
Jul – Dec 2018
23 entries

-  26 Compliments
-  10 Complaints
-  1 Suggestion

Topic*	Came from*	Received via
Service Outcome – 12 Service Quality – 12 Workers – 4 Customer Service – 3 Information/Support – 14	Clients – 15 Organisation – 1 Community member – 2 Professional – 5 Parent/Carer – 1	Email – 6 Card/letter – 6 In person – 5 Phone – 4 Not stated - 1 Have your say – 1 Text – 3
Customer service - 9 Improvement ideas – 2 Service quality – 5	Clients – 6 Parent/Carer – 1 Service Provider - 3	Phone – 4 Email – 1 In person – 1 Letter - 4 Feedback follow-up
All complaints were responded to promptly and in accordance with FamilyCare's Feedback and complaints policy.		
Improvement ideas - 1		

*multiple categories per item

Unsolicited Feedback Trends



Examples

nothing but praise about the 1:1 support from NDIS Support Coordinator

Thanks for being 'genuine' and 'heartfelt'

A client called to complain that he had missed a call from his worker this morning. He stated that he was very annoyed about our number displaying as private as he had to look up our phone number on the internet, and that this gave him an unnecessary task/took time.

FamilyCare have been wonderful. Without the assistance of the ladies at FamilyCare I would not have been able to accomplish what I have in the time I have. Thank you to the lovely team at FamilyCare.

had been feeling 'extremely stressed and stuck' until able to speak to CSS, making a difficult time a bit easier to manage

Thank you letter received from Carer for arranging and funding residential respite for her husband so she could have a break from her caring role. Letter stated that she could not thank FamilyCare enough for their assistance.

Oh please send my gratitude from my children and myself. We are truly grateful. An thank you to yourself for helping us out. Without you we couldn't have made this happen. Thank you from the bottom of our hearts (face emoji) you are awesome.. (smiley face emoji)..