

Client Satisfaction Feedback Report January – June 2020

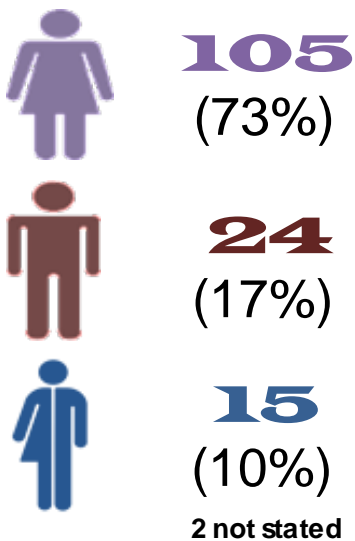
**146 surveys
returned**

Jan – Jun 2019
164 returns

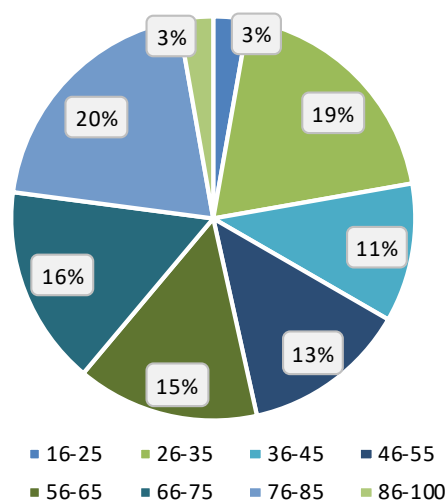
Jul – Dec 2019
94 returns

Client sample

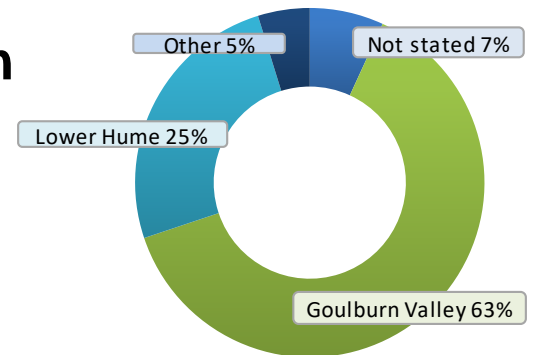
Gender



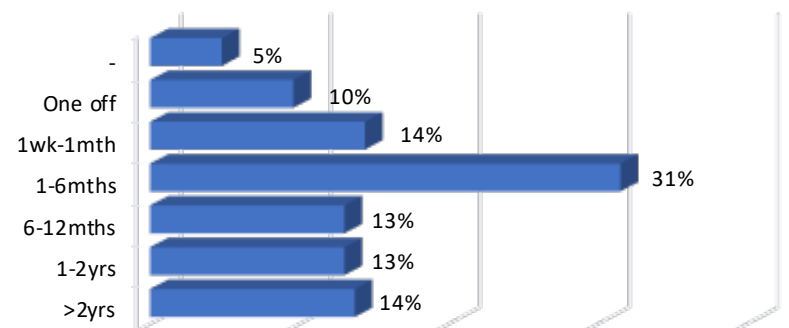
Age Range



Region



Duration of Service



Culture

Indigenous Australians **1**
CALD Background **3**

Key Measurement Areas

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



Service satisfaction



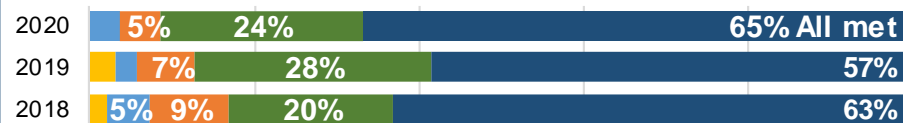
Service quality



Made a difference



Needs met



Support when needed



Staff listened



Referral sources

- 58% via other services
- 23% via family or friends
- 13% previous experience

First contact

- 43% were contacted immediately
- 27% within 1 day
- 5% waited more than four days

Adequate information

- 94% reported receiving adequate information on support options
- 5% were unsure

Raising concerns

- 59% knew how to raise a concern,
- 18% confident they could find out,
- 3% did not know how.

Unsolicited Feedback and Comments January – June 2020

52 unsolicited feedback entries

Jan – Jun 2019
37 entries

Jul – Dec 2019
40 entries

Many compliments came from parents who were grateful for services continuing during COVID-19 shutdown.



39
Compliments

Topic

Service Outcome – 21
Workers – 12
Service Quality – 10
Information/Support – 7
Customer Service – 4
Working collaboratively – 2

Came from

Parent/Carer – 11
Clients – 7
Facebook – 7
Professional – 4
Organisation – 3
Community member – 1

Received via

Email – 17
In person – 8
Facebook – 6
Phone – 4
Have your say – 3
Google – 1



11
Complaints

Workers – 6
Customer service – 3
Service quality – 3
Service outcome – 2
Information Support – 2
Working collaboratively – 1

Clients – 6
Organisation – 2
Parent/Carer – 1
Relative – 1
Staff – 1

Phone – 9
Email – 2

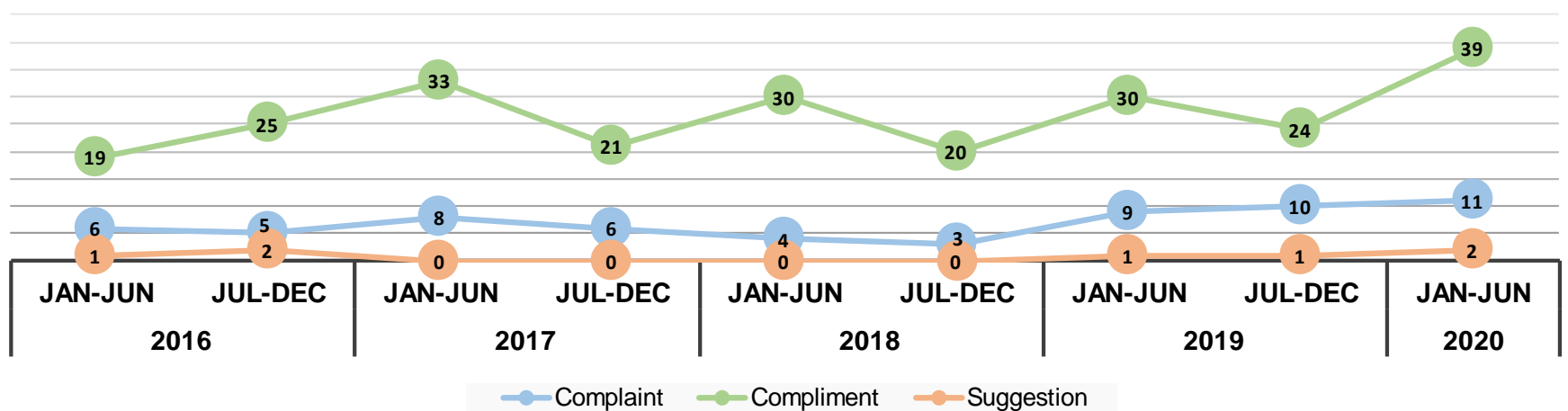
All complaints were responded to promptly and in accordance with FamilyCare's Feedback and complaints policy.



2
Suggestions

Improvement ideas – 2

Unsolicited Feedback Trends



Comments

The staff are fantastic and do an amazing job. Staff are always friendly and always make you feel welcome. My daughter loves going to school holiday program. She loves it so much that she wants me to work on a Friday so she can attend the holiday program five days per week. I am really grateful and appreciate FamilyCare's services.

My case worker was absolutely fantastic and I'm forever grateful for her help and support.

Didn't ask for you to come see me, and you all act like I did.

We could read our baby better - happy baby, happy parents! Thank you so much! Being first time mum is hard no matter the age. Programs like this makes going into motherhood a lot easier. The saying, 'It takes a village to raise a child' is very true and I couldn't have done it without you.

FamilyCare followed through to ensure all my needs at the time were met. It went "over and above" to assist. The staff provided outstanding support to ensure I was supported as a carer in every respect. I was at my lowest point when I made contact and their support was invaluable in recovering my mental health. I am so grateful.