

Client Satisfaction Feedback Report July – December 2020

87 surveys
returned

Jan – Jun 2020
146 returns

Jul – Dec 2019
94 returns

Client sample

Gender



75
(86%)

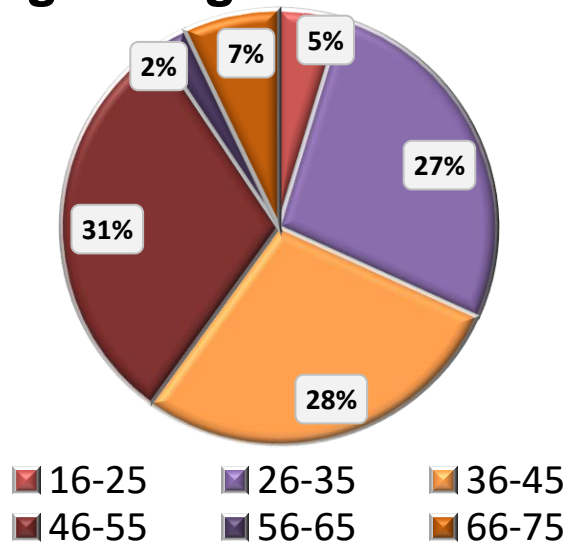


12
(14%)

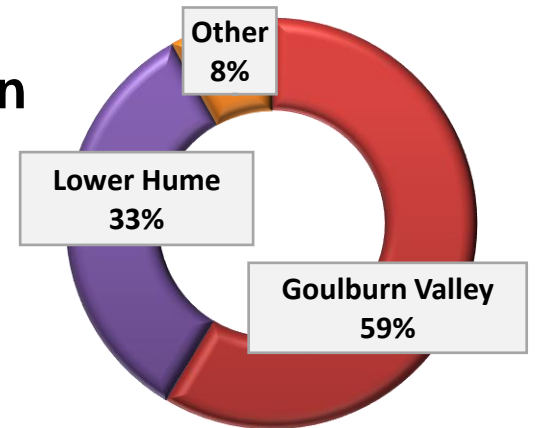


0
(0%)

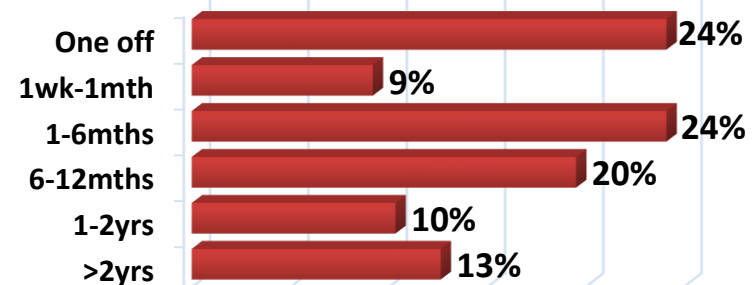
Age Range



Region



Duration of Service

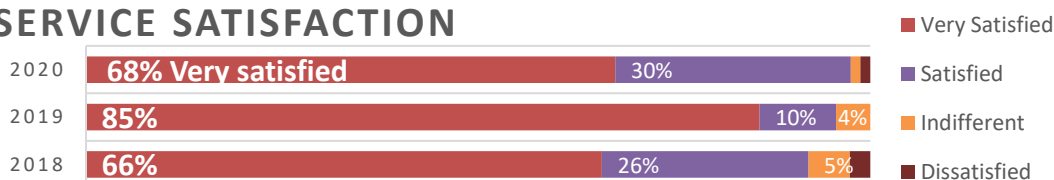


Culture

Indigenous Australians 5
CALD Background 1

Key Measurement Areas

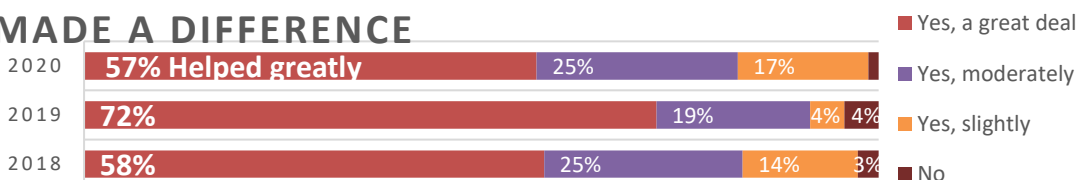
SERVICE SATISFACTION



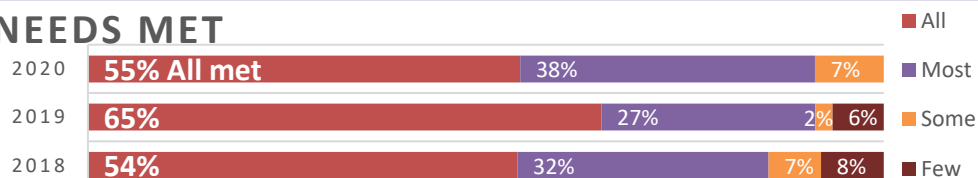
SERVICE QUALITY



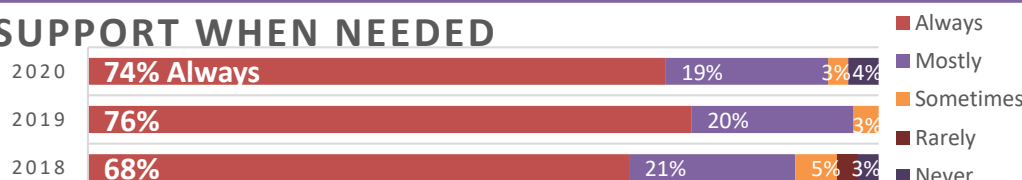
MADE A DIFFERENCE



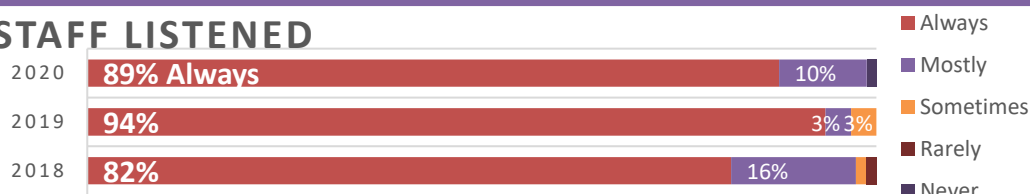
NEEDS MET



SUPPORT WHEN NEEDED



STAFF LISTENED



Referral sources

- 58% via other services
- 18% via family or friends
- 13% previous experience

First contact

- 39% were contacted immediately
- 39% within 1 day
- 9% waited more than four days

Adequate information

- 92% reported receiving adequate information on support options
- 6% were unsure

Raising concerns

- 63% knew how to raise a concern,
- 25% confident they could find out,
- 4% did not know how.

Unsolicited Feedback and Comments

July – December 2020

For most of this feedback period services were delivered via phone or video-link due to COVID-19 restrictions.

26 unsolicited feedback entries

Jan – Jun 2020
52 entries

Jul – Dec 2019
40 entries



20 Compliments

Topic
Information/Support – 15
Workers – 11
Service Quality – 5
Customer Service – 3
Working collaboratively – 1

Came from
Clients – 10
Parent/Carer – 3
Community member – 2
Service Provider – 2
Organisation – 2
Volunteer – 1

Received via
Email – 11
Card/Letter – 4
In person – 1
Phone – 1
Google – 1
Have your say – 1
Video message – 1



6 Complaints

Workers – 4
Service outcome – 2
Information Support – 1

Clients – 5
Anonymous – 1

Phone – 4
Email – 2

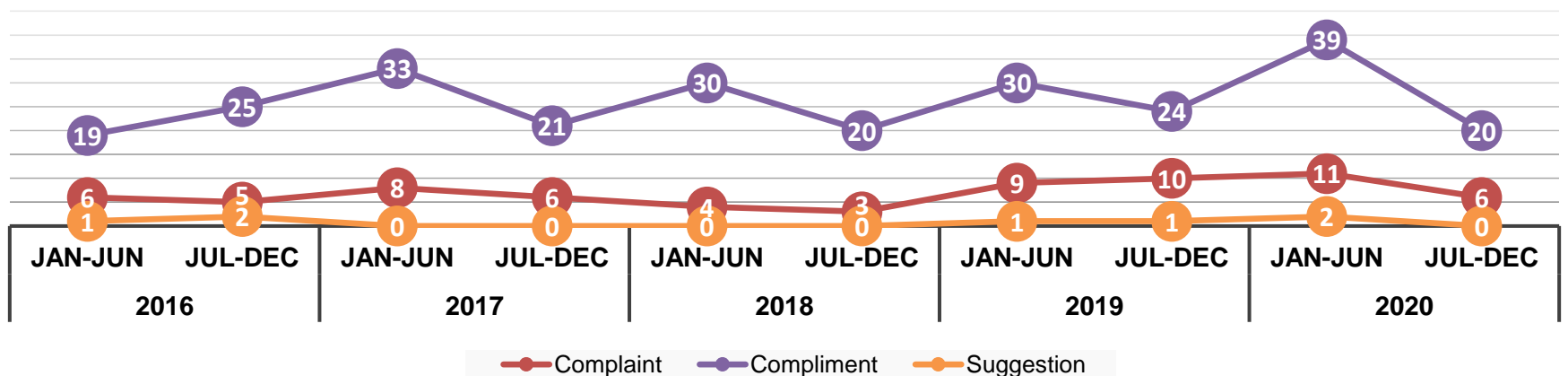
All complaints were responded to promptly and in accordance with FamilyCare's Feedback and complaints policy.



0 Suggestions

No suggestions received

Unsolicited Feedback Trends



Comments

Currently the assistance is adequate but may need extended service in the future. The entire process so far has been most adequate and much appreciated. All staff follow-up after discussion ensuring all that is offered is delivered in a professional manner. Thank you.

My worker was great. Treated my son and myself like human beings and not just another name in the system.

It would have helped to have face-to-face. It was hard on the phone.

The worker was amazing, so friendly and always just a phone call away no matter the situation.

It is a very good program and I would suggest every parent to join in. There are many takeaways and great things that I learn from it. The speakers are great, they really know their topics and always available when needed to get support and motivation.

It would have helped to have adequate services available during COVID crisis.

My worker was an amazing, caring worker; she helped my family very much and her support through COVID-19 was tremendously appreciated.