

51 Surveys returned

July-Dec 2020 = 99

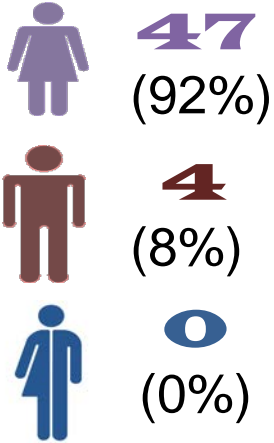
Jan-June 2020 = 161

Client Satisfaction Feedback Report

January – June 2021

Client sample

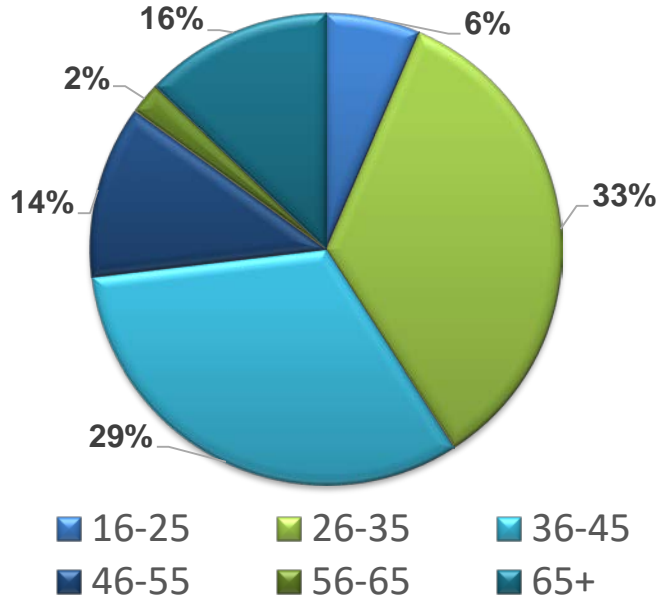
Gender



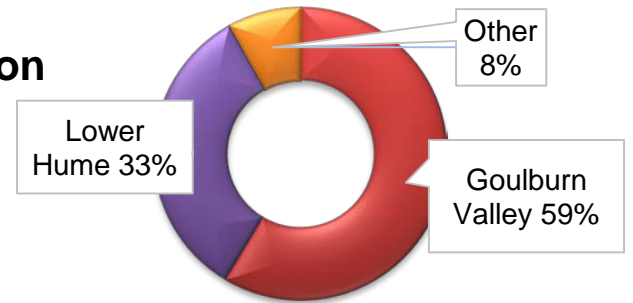
Culture

Indigenous Australians = 1
CALD Background = 3

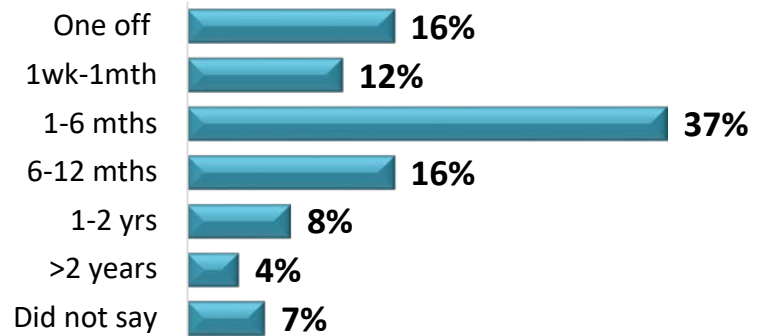
Age Range



Region



Duration of Service



Referral sources

- 43% = Other services
- 16% = Previous experience
- 14% = Family or friends

Adequate information

- 88% = Adequate information received
- 6% = Unsure

First contact

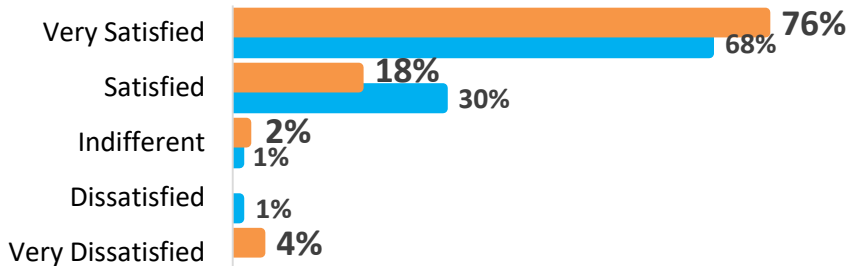
- 27% = Immediately
- 38% = Within 1 day
- 16% = Waited over 4 days

Raising concerns

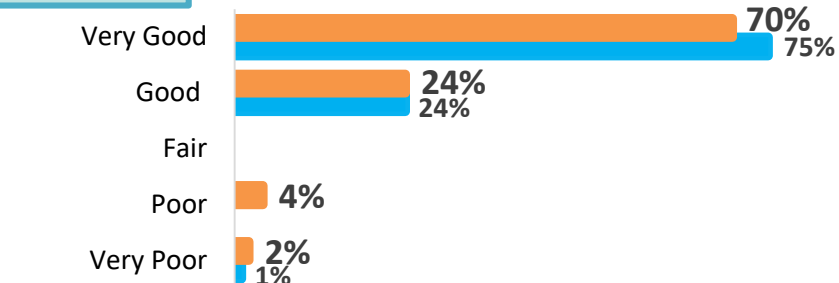
- 63% = Knew how to raise concerns
- 17% = Confident to find out
- 6% = Did not know how

Key Measurement Areas

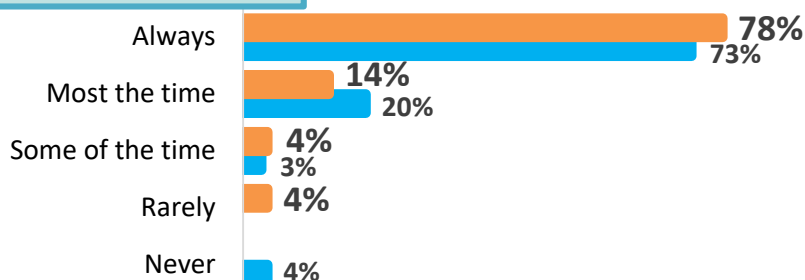
Service Satisfaction



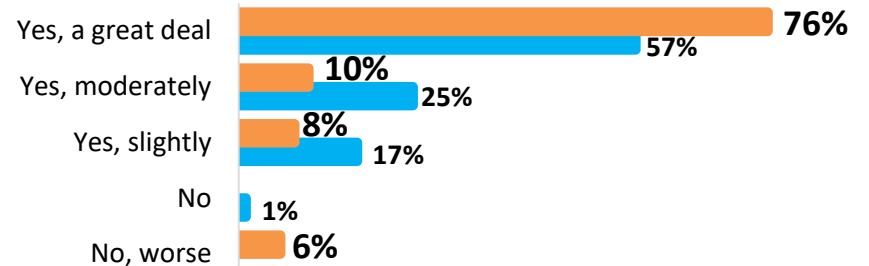
Service Quality



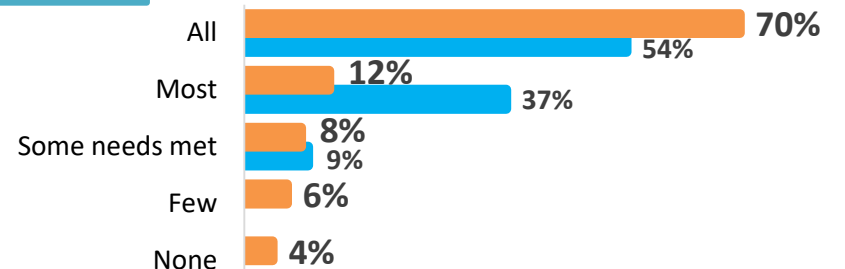
Support When Needed



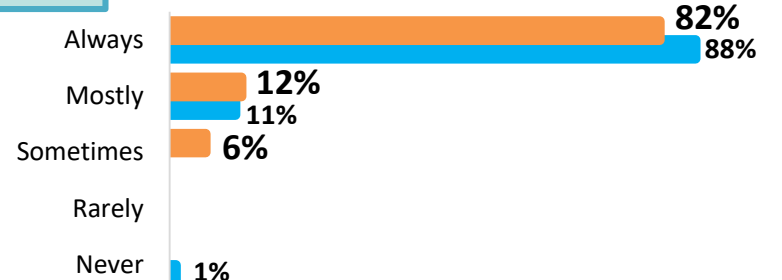
Made a Difference



Needs Met



Staff Listened



2021 Jan-Jun (orange) 2020 Jul-Dec (blue)

22 Unsolicited feedback

July-Dec 2020 = 28

Jan-June 2020 = 52

All feedback was responded to in accordance with FamilyCare's Feedback and Complaints policy.

Topic

Workers – 7
Service quality – 6
Service outcome – 2
Information/support – 1

Came from

Clients – 11
Community member – 2
Community service - 2

Received via

Email – 6
Have your say – 3
In person – 3
Text - 2
Phone – 1
Letter - 1



16

Compliments



6

Complaints

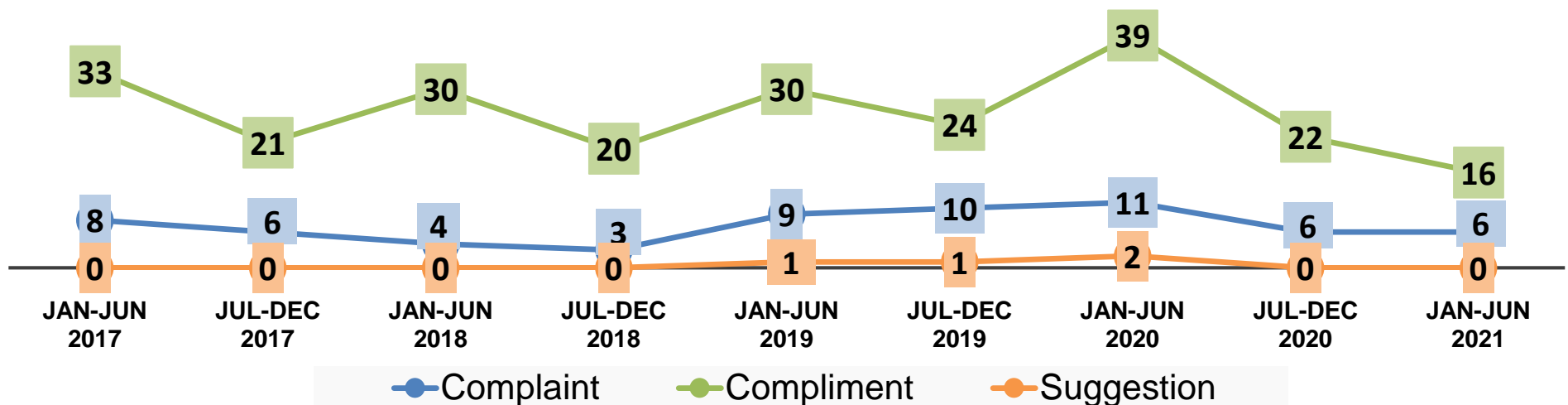
Customer Service – 2
Workers – 2
Information/Support – 1
Improvement Ideas - 1

Clients – 4
Community member – 2

Phone – 3
Email – 2
Text - 1

Two complaints were related to call wait times to access the Carer Gateway. FamilyCare processed the service requests manually and passed on the feedback to the call centre.

Unsolicited Feedback Trends



Comments

"In the brief time I had contact with my worker I was astounded at how extremely judgemental and harsh she was to me whilst she spoke to me over the phone whilst I was in hospital. I was unwell and she continued to harass me wondering why I am not getting better - quote: "Are you even getting better" even though it was out of my control."

"It was nice to have someone to talk to outside of my family that was able to help me in so many ways that wasn't emotional involved in my situation that I was going through."

"Everyone I have dealt with has been amazing. Un-judgemental, confident in their advice and support."

"My worker has been wonderful and extremely helpful, calm and supportive. Thank you for your help."

"Was not contacted" about the 1st service provided. Hopefully will be for the next services re time etc."

"The program is confidence building and reassuring. Common sense, basics of having and caring for a baby are really hard and clear direction and routine is what I need and have been given guidance and tools to use everyday. I wish every new mum had this experience.."