



125 Surveys
returned

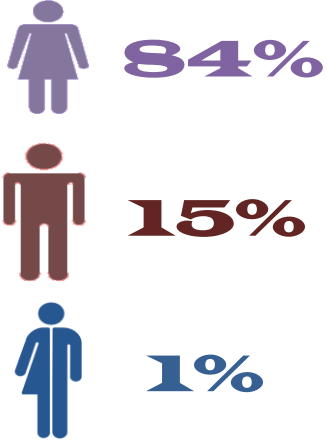
Jan-June 2021 = 65

July-Dec 2020 = 99

Client Satisfaction Feedback Report July – December 2021

Client sample

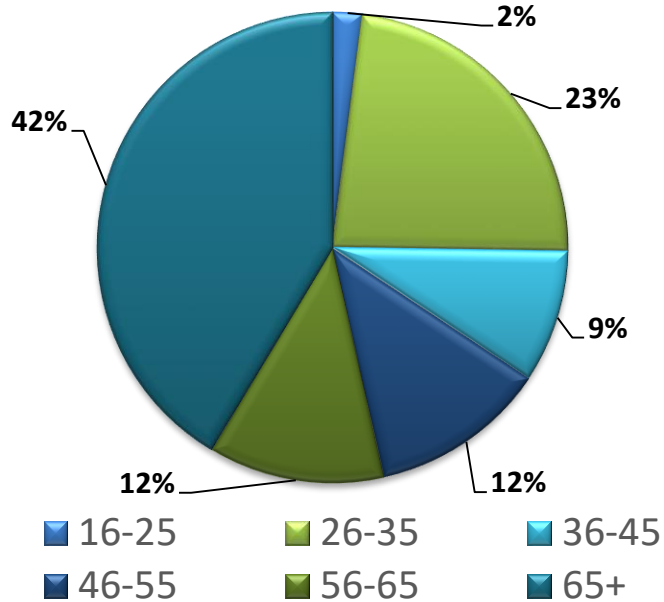
Gender



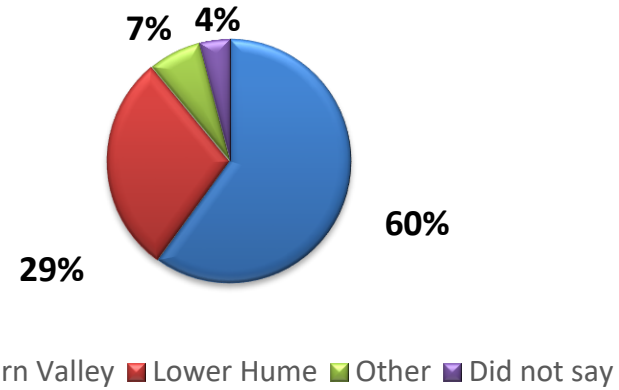
Culture

Indigenous Australians = 1
CALD Background = 1

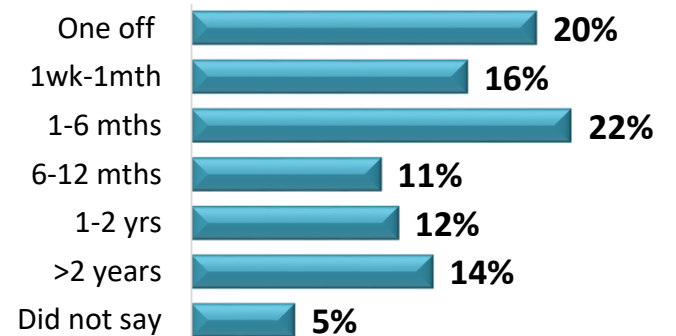
Age Range



Region



Duration of Service



Referral sources

- 54% = Other services
- 13% = Previous experience
- 22% = Family or friends

Adequate information

- 89% = Adequate information received
- 6% = Didn't receive adequate information

First contact

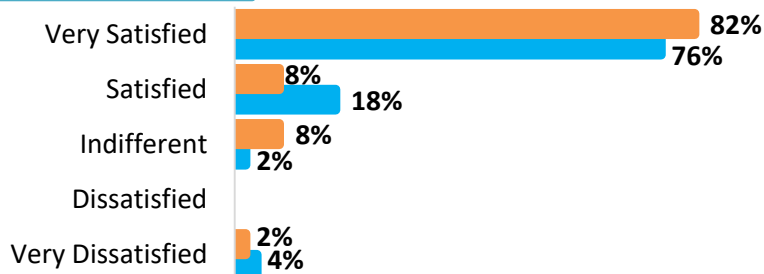
- 37% = Immediately
- 38% = Within 1 day
- 9% = Waited over 4 days

Raising concerns

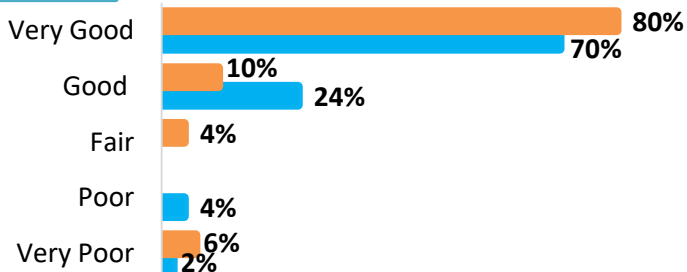
- 45% = Knew how to raise concerns
- 29% = Confident to find out
- 8% = Did not know how

Key Measurement Areas

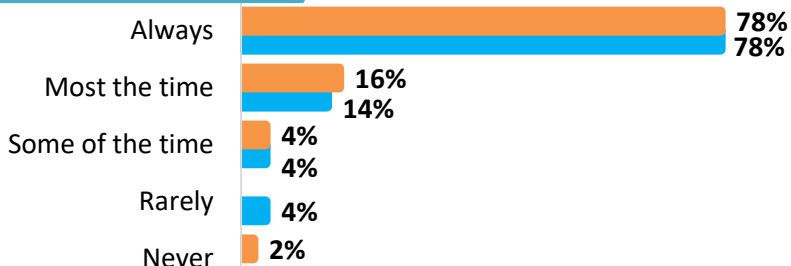
Service Satisfaction



Service Quality



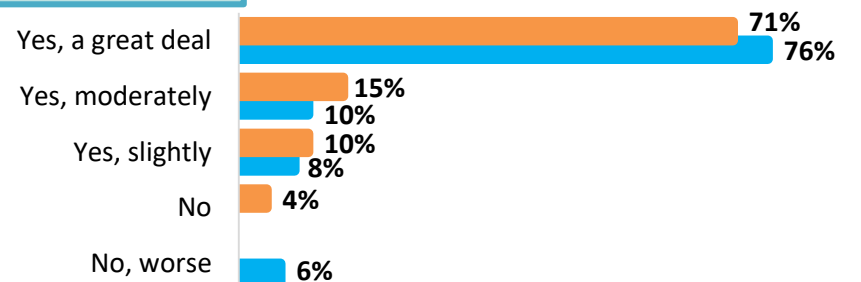
Support When Needed



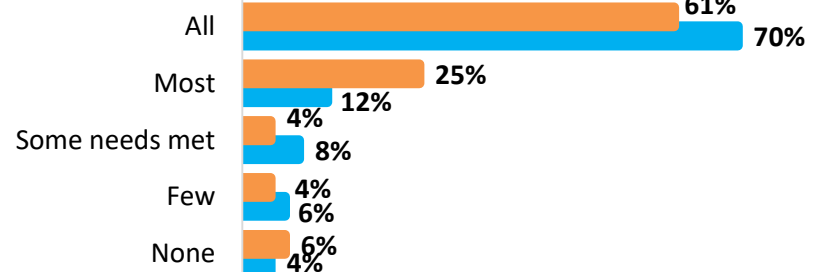
2021 Jul-Dec

2021 Jan-Jun

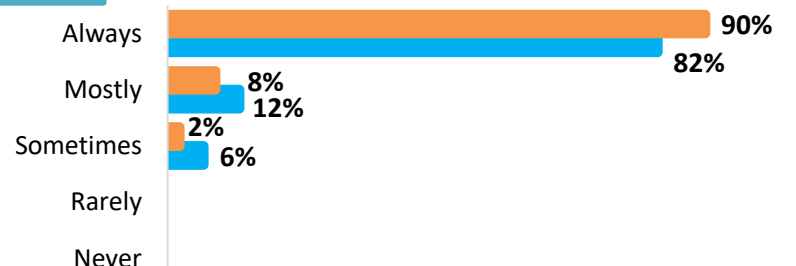
Made a Difference



Needs Met



Staff Listened





Unsolicited Feedback and Comments

July - December 2021

All feedback is processed consistent with FamilyCare’s Feedback and Complaints Policy. Complaints receive prompt response, with options provided for those not satisfied with the outcome.

21 Unsolicited feedback

Jan-June 2021 = 22

July-Dec 2020 = 28


16 Compliments


5 Complaints


0 Suggestions

Topic

Workers – 5
Service quality – 6
Service outcome – 2
Information/support - 2
Working collaboratively - 1

Workers – 3
Service Quality - 1
Information/Support – 1

Came from

Clients – 13
Community service – 1
Volunteer - 1
Family Member - 1

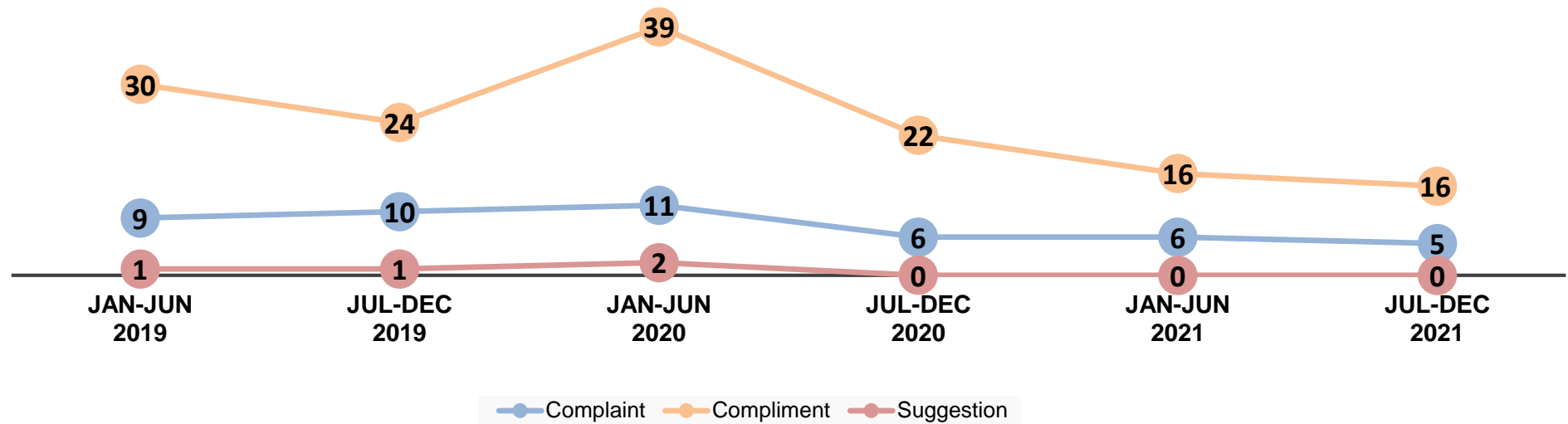
Clients – 5

Received via

Email – 12
In person – 1
Text - 1
Letter - 3

Phone – 3
Email – 2

Unsolicited Feedback Trends



Comments

"I am so very grateful and lucky to have FamilyCare provide a service and look after my daughter during lockdowns and school holidays so I can work and try and be a better mother by looking after myself. Without FamilyCare support both me and my family would not be where we are today."

"I cannot begin to tell you how well supported and understood I felt. Just making the connection with someone who can help guide me through this minefield. My heart is full of gratitude."

"I felt happy to be finally doing this, I opened up like never before, but didn't last long, promises didn't happen..."

"I wouldn't be in the place I am today without the support, help and guidance from my worker."

"The outings helped to break up the monotony of my son's week and gave us all a breather. I really appreciate the support you have provided us during this time."

"My worker has always been so helpful & dedicated, and her caring nature should be commended. She has been a shining light in what has been a very traumatic year."