



91 Surveys returned

Jan-June 2021 = 65

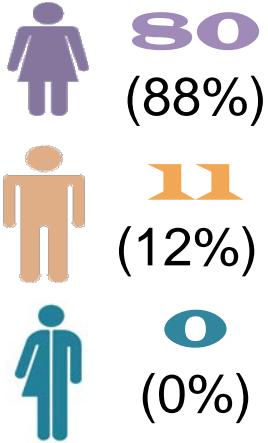
July-Dec 2021 = 125

# Client Satisfaction Feedback Report

## January – June 2022

### Client sample

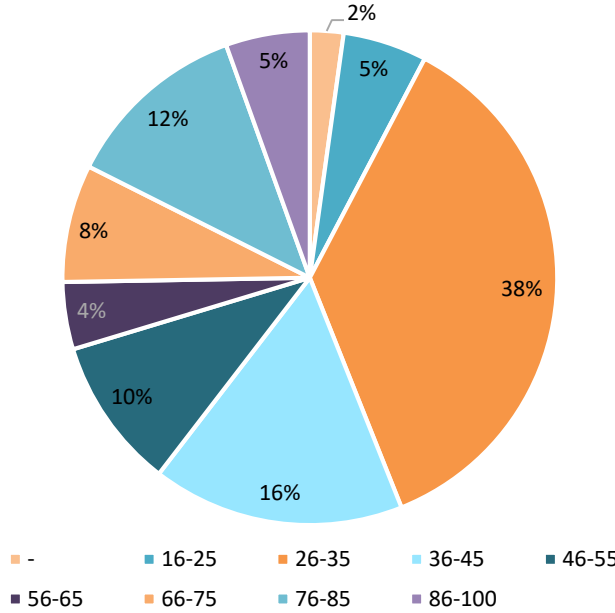
#### Gender



#### Culture

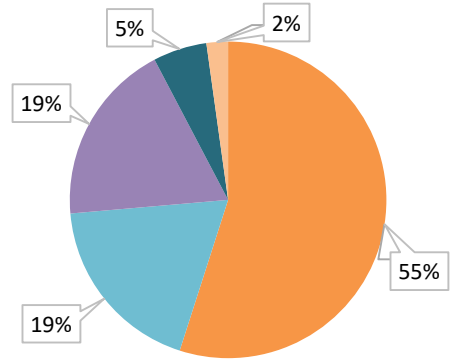
Indigenous Australians = 5  
CALD Background = 0

#### Age Range

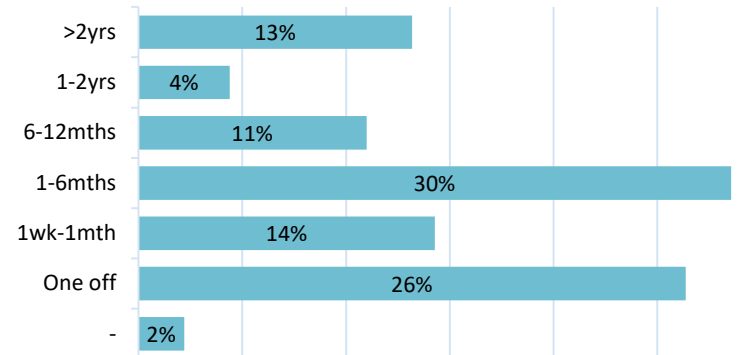


#### LGA

- Greater Shepparton
- Mitchell
- Moira
- Other
- Strathbogie



#### Duration of Service



#### Referral sources

- 40% = Other services
- 24% = Family or friends
- 12% = Previous experience

#### Adequate information

- 89% = Adequate information received
- 7% = Unsure
- 4% = No

#### First contact

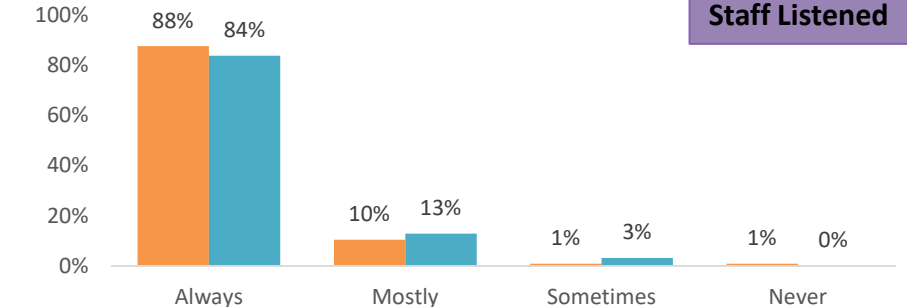
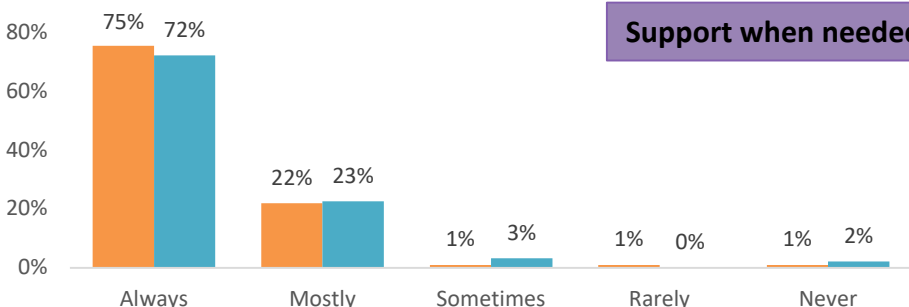
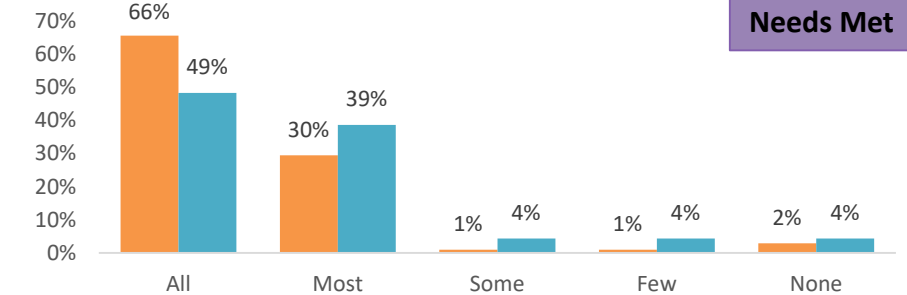
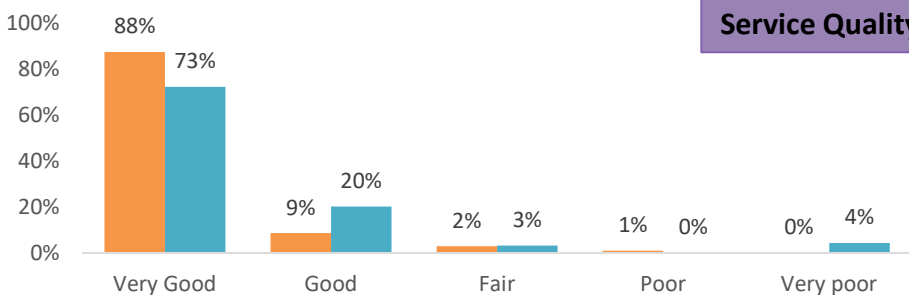
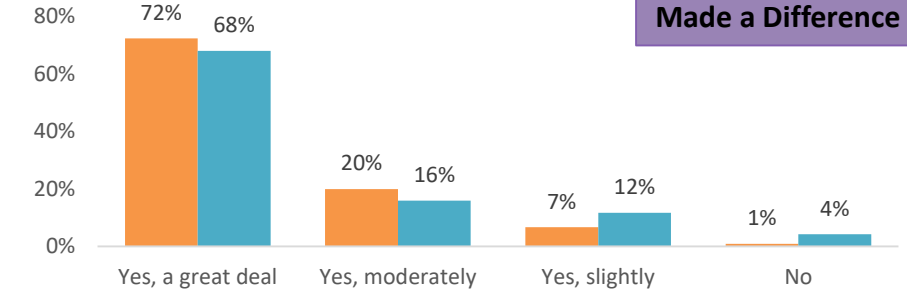
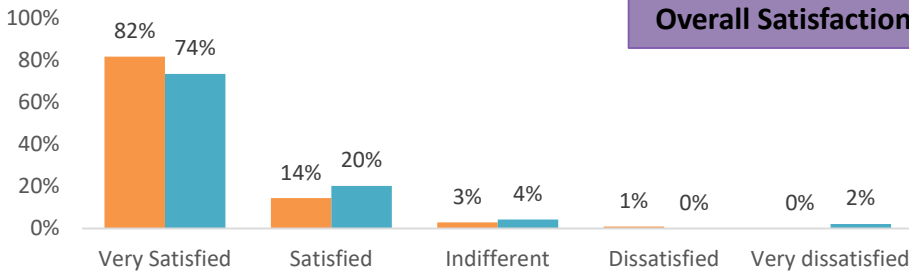
- 36% = Immediately
- 45% = Within 1 day
- 3% = Waited over 4 days

#### How to raise a concern

- 49% = Knew how to raise concerns
- 34% = Confident to find out
- 4% = Did not know how

### Key Measurement Areas

2022 Jan-Jun (Orange) vs 2021 Jul-Dec (Blue)





# Unsolicited Feedback and Comments

## January – June 2022

32 Unsolicited feedback

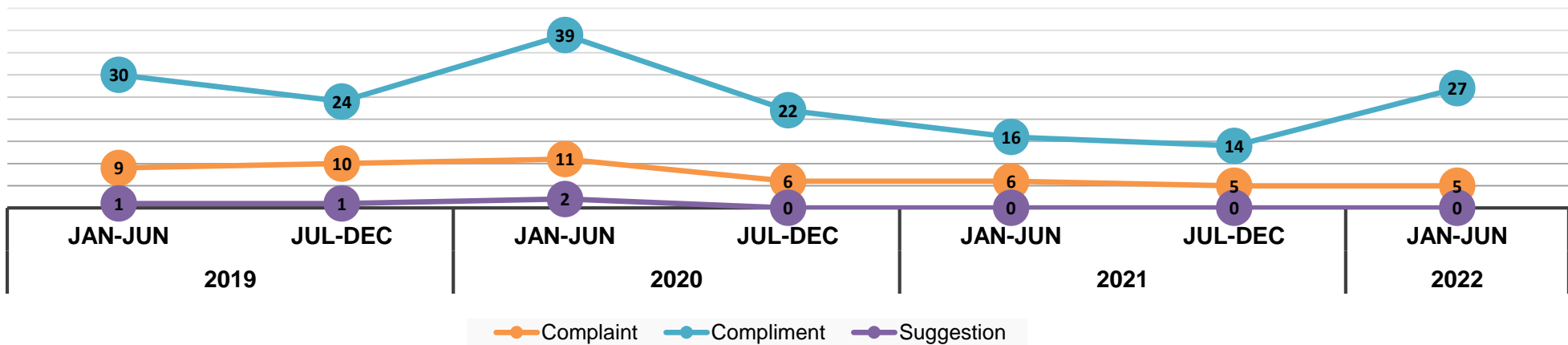
Jan-June 2021 = 22

July-Dec 2021 = 19

All those who made a complaint received a direct reponse, including options if unhappy with the outcome.

	Topic	Came from	Received via
27 Compliments	Workers – 12 Service quality – 8 Information/support – 3 Working Collaboratively - 2 Service outcome – 1 Customer Service – 1	Parent/Carer – 11 Clients – 9 Community member – 1 Staff – 4 Service Provider - 2	Email – 15 In person – 4 Text - 1 Phone – 5 Letter - 2
5 Complaints	Working Collaboratively - 2 Customer Service – 1 Workers – 1 Information/Support – 1	Clients – 2 Professional – 1 Organisation – 1 Staff – 1	Phone – 2 Email – 2 In Person – 1

### Unsolicited Feedback Trends



### Comments

"No one ever returned calls. I asked for support with a laptop and was told "I'll look into it". That was the end. Complete waste of time."

"I was very appreciative of the allocated worker advocating for essential goods and supporting her teenager to return home."

"FamilyCare have been an amazing support to our family over the years. They have helped our son to grow into the young man he is, as well as support us through our journey"

"The day I walked into the office at GV FamilyCare - I was immediately supported - put into contact and felt that there was hope. Staff made communication and support both available and easy."

"Thank you to the worker for organising extra support from an agency that the client was unaware was available to her."

"Service was very helpful. The staff were fantastic in assisting me with sleep and settling. This was a vital component of helping to deal with my post natal depression. The staff followed up with me to answer any questions I had and gave me many strategies to assist with sleep and settling my son."