

Client Satisfaction Feedback Report

July – Dec 2022

186 Surveys returned

Jan-Jun 2022

91

125

July-Dec 2021



Client sample

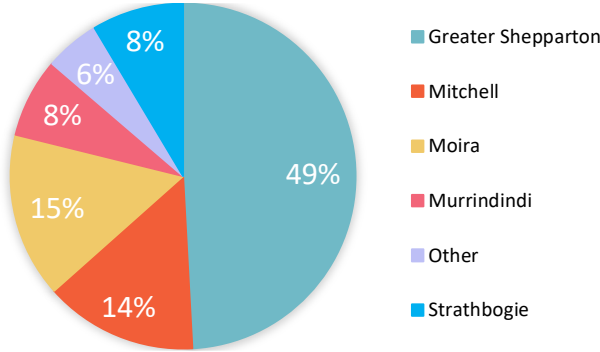
Gender



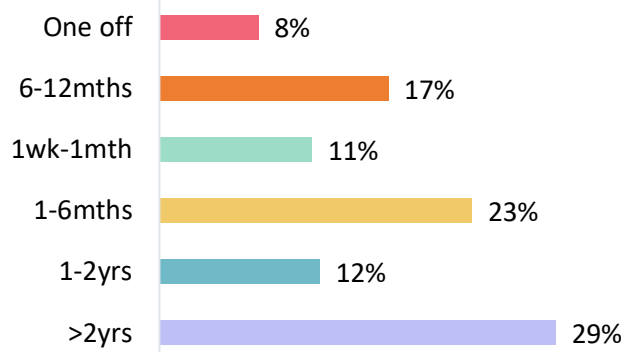
Culture

Indigenous Australians = 4
CALD Background = 1

LGA



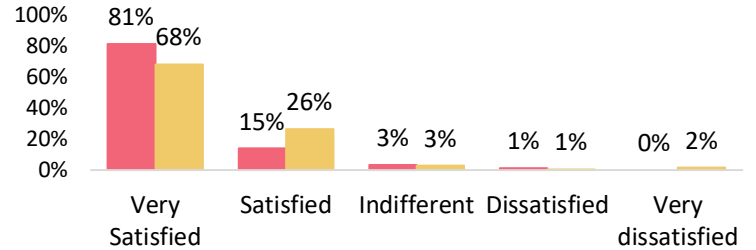
Duration of Service



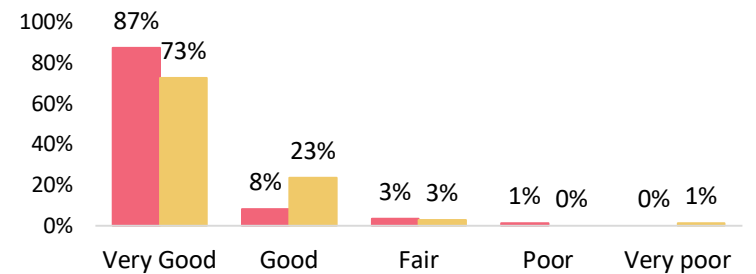
Key Measurement Areas

2022 Jan-Jun (Pink) 2022 Jul-Dec (Yellow)

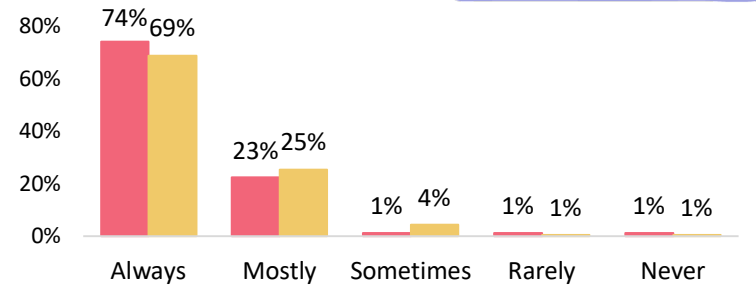
Overall Satisfaction



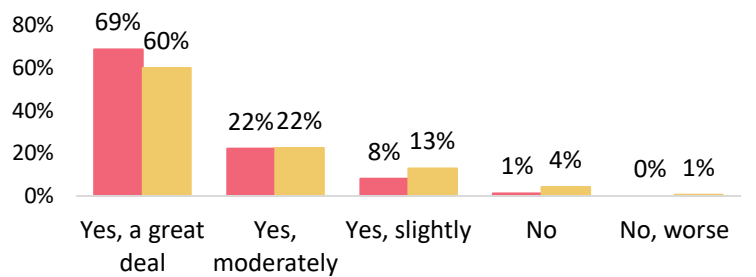
Service Quality



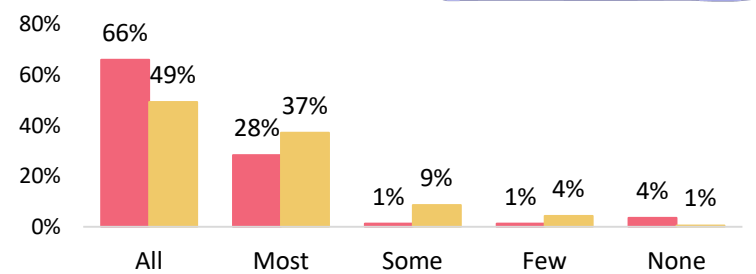
Support when needed



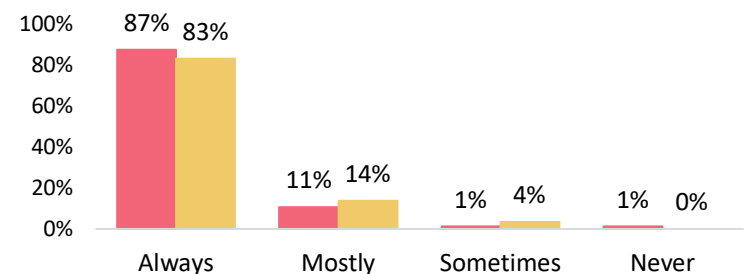
Made a Difference



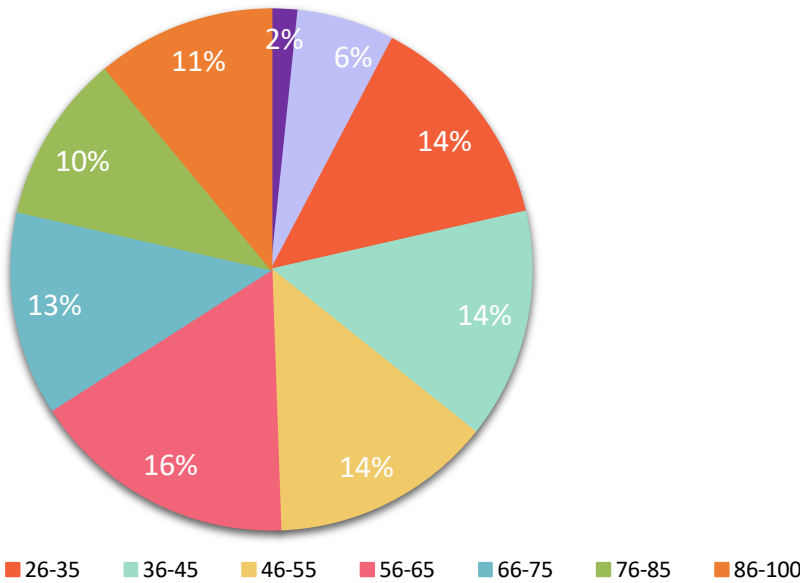
Needs Met



Staff Listened



Age Range



REFERRAL SOURCES

- 50% = Another service/agency
- 15% = Other
- 13% = Previous experience

- 40% = Immediately
- 26% = Within 1 day
- 10% = Waited over 4 days

FIRST CONTACT

ADEQUATE INFORMATION

- 82% = Adequate information received
- 9% = Unsure
- 1% = No

- 58% = Knew how to raise concerns
- 13% = Confident to find out
- 6% = Did not know how

RAISING CONCERNS

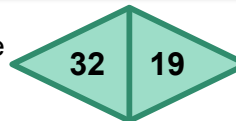
Unsolicited Feedback and Comments

July – Dec 2022

15
Unsolicited Feedback



Jan-June 2022



July-Dec 2021

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

13 Compliments Received

Topic

Workers – 4
Information/support – 3
Service quality – 2
Working Collaboratively - 2

Service outcome – 2
Customer Service – 1
Service Quality - 1

Came from

Parent/Carer – 5
Clients – 3
Professional – 2

Service Provider – 2
Community member – 1

Received via

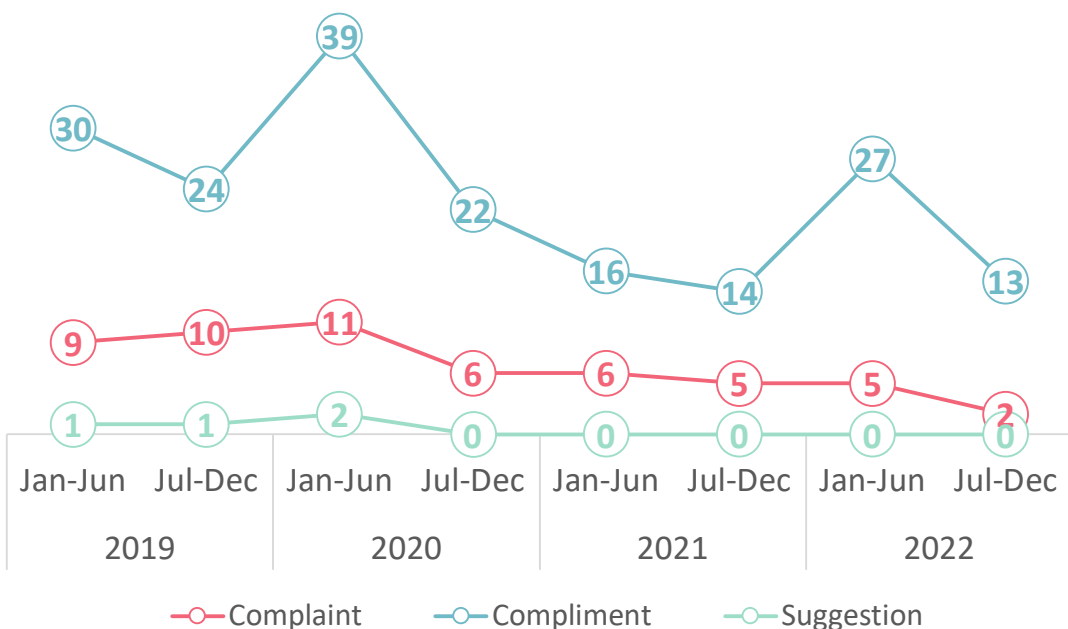
Email – 6
Text – 3
Have your say – 2

Phone – 1
Letter – 1

2 Complaints Received

Complaint received from neighbour of a FamilyCare office regarding the weed spraying our gardener had done that had killed her lemon tree. This was discussed with the gardener and it was decided that he will now not spray any closer than a meter from the fence. The neighbour was also provided with a \$100 Bunnings voucher.

Unsolicited Feedback Trends



Comments

“It’s been great to have someone who isn’t a friend as another resource...I felt we were in it together.”

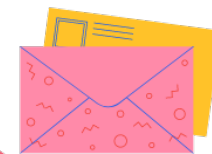


“Thank you so much for your presentation at the recent workshop series. We have had only positive feedback from the participants.”

“Coach was very intuitive and seemed to know where I was at. I always came away from the sessions feeling good & having been listened to.”



“Thank you for everything you have done for this family your commitment and genuine care has been felt all round, you have gone above and beyond and I’m sure we would be quite a few steps behind if it wasn’t for you.”



“I never expected to be in a position to require your services and it was so encouraging to receive the support I needed at a difficult time.”