

# Client Satisfaction Feedback Report

All FamilyCare programs

Jan – Jun 2023

85 Surveys returned

July-Dec 2022

186 91

Jan-Jun 2023



## Client sample

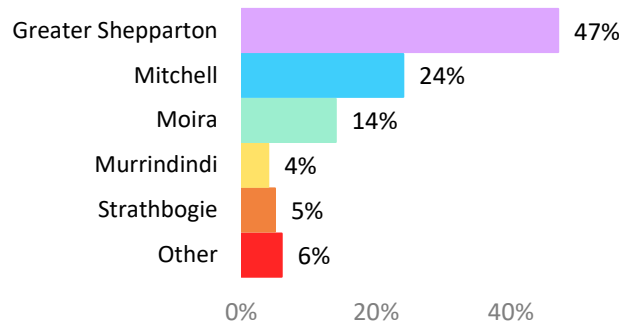
### Gender



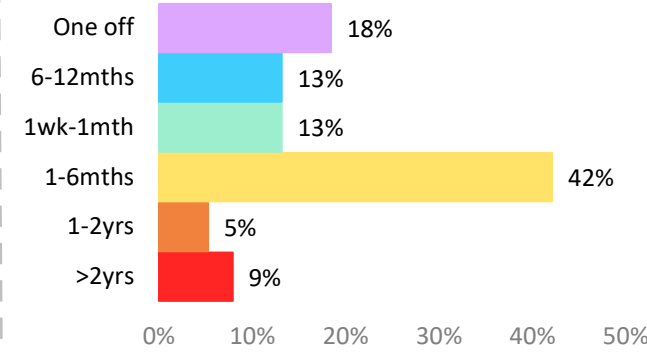
### Culture

Indigenous Australians = 4  
CALD Background = 1

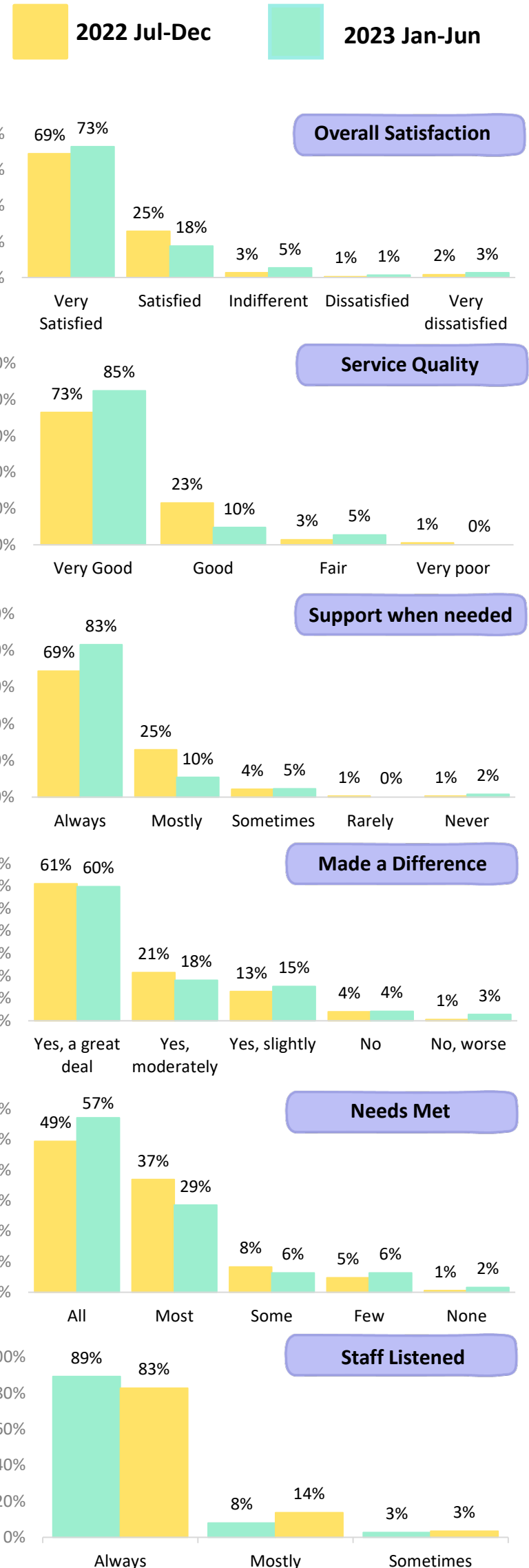
## LGA



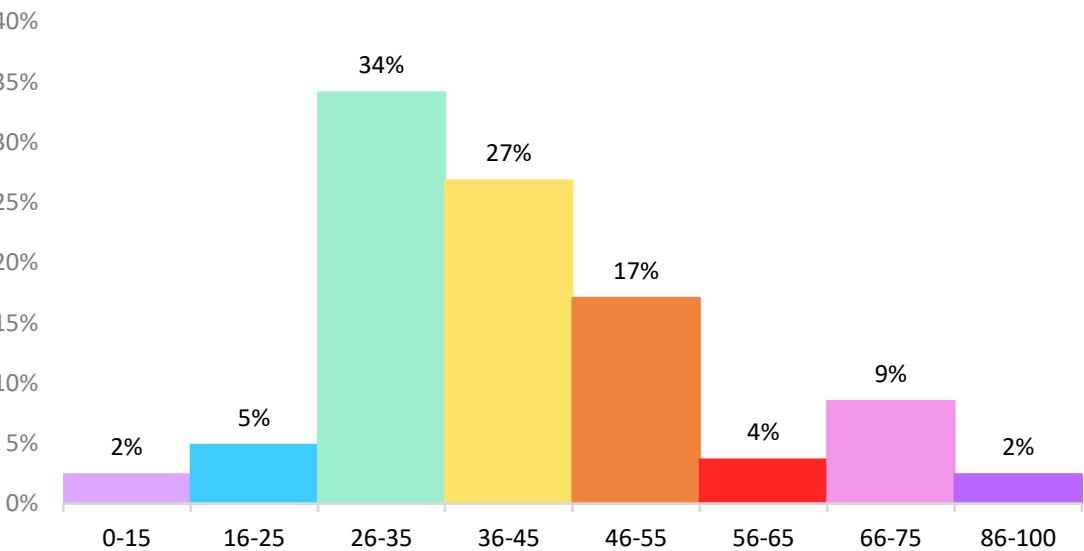
## Duration of Service



## Key Measurement Areas



## Age Range



### referral sources

43% = another service/agency  
28% = Family or friend  
22% = other  
7% = Flood recovery hotline

### adequate information

88% = Adequate information received  
11% = unsure  
1% = No

### first contact

Immediately = 43%  
Within one day = 34%  
Within three days = 3%  
Waited over 4 days = 20%

### raising concerns

59% = knew how to raise concerns  
33% = Confident to find out  
8% = Did not know how

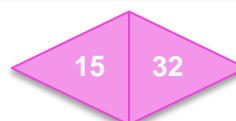


# Unsolicited Feedback and Comments

Jan-Jun 2023

42  
Unsolicited feedback

July-Dec 2022



Jan-Jun 2022

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

## 35 Compliments Received

topic

Service quality - 13  
Workers - 8  
Service outcome - 5  
Information Support - 4  
Working Collaboratively - 3  
Customer Service - 2

came from

Client - 18  
Parent/Carer - 7  
Professional - 7  
Staff - 2  
Volunteer - 1

received via

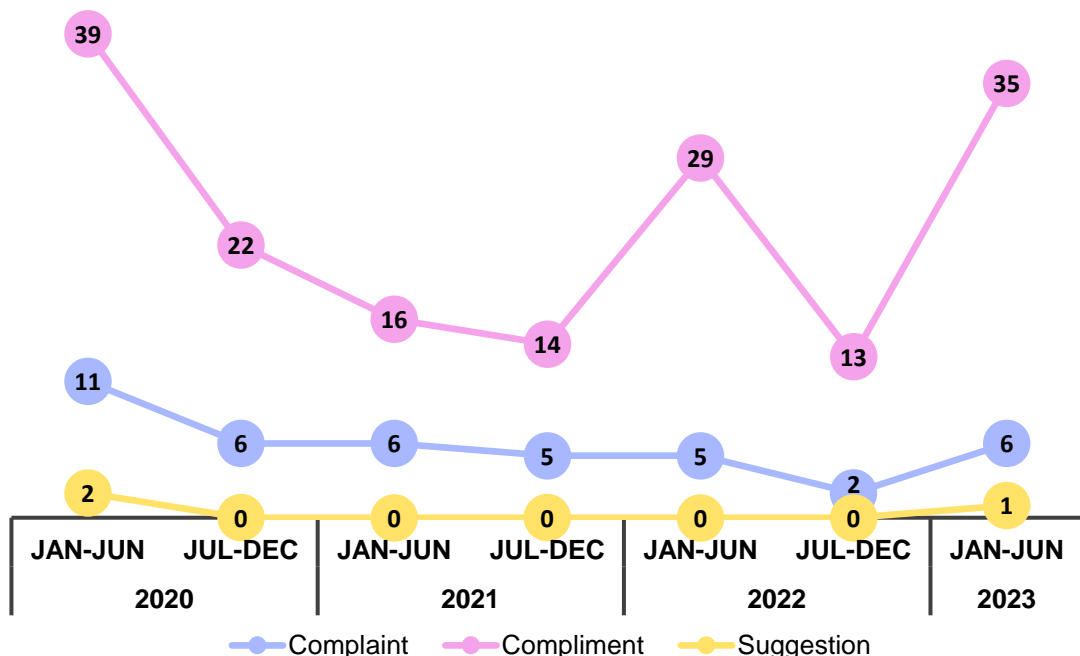
Email - 12  
Phone - 10  
In person - 8  
Have your say - 3  
Text - 2

## 6 Complaints Received

### Example of Complaints

Unhappy with service provided by worker. Advised that worker would make appointments, then was not available and blamed client that they had the wrong date.

## Unsolicited Feedback Trends



## Comments

Phone call with client whose family practitioner completed Circle of Security within the home. Client said that he believes circle of security should be taught in all relationships and it has taught him empathy. Client believes that trauma is caused when we don't have empathy for our children.

"I would probably suggest the service to be more understanding about how difficult and vulnerable it was to keep asking for help."

Carer fed back how wonderful she found these groups, reminding her that she is not alone and how helpful she found them.

Parent querying the selection process for the school holiday program and after-school program. Parent unhappy her child did not receive all the days she selected for him. She queried whether some children were being selected "due to connections parents have within the service"

"I can't thank you enough for all your support this past year. We have both come so far and I really want to acknowledge all your help in that. Thank you"