

Client Satisfaction Feedback Report

ALL FAMILYCARE PROGRAMS

243 Surveys Returned

94

Jan - Jun '23

Jul - Dec '22

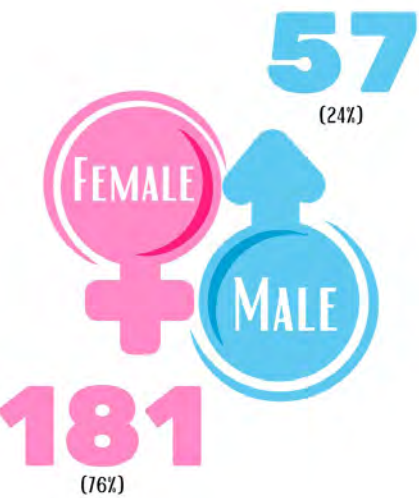
186

JUL-DEC '23



Client sample

Gender



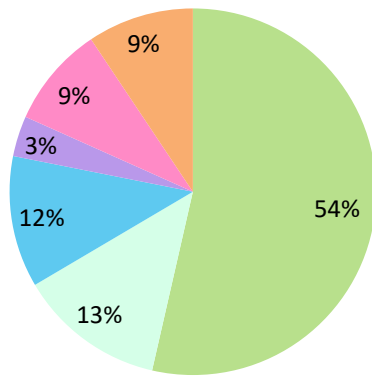
* No responses for other genders

Culture

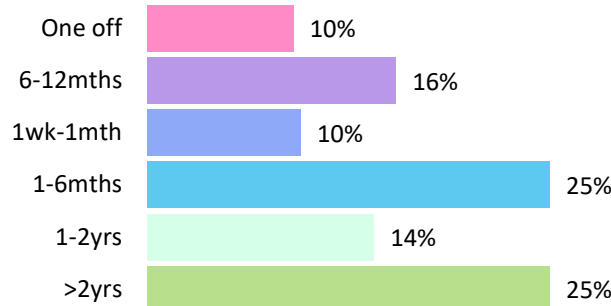
Indigenous Australians = 7
CALD Background = 9

LGA

- Greater Shepparton
- Mitchell
- Moira
- Murrindindi
- Other
- Strathbogie



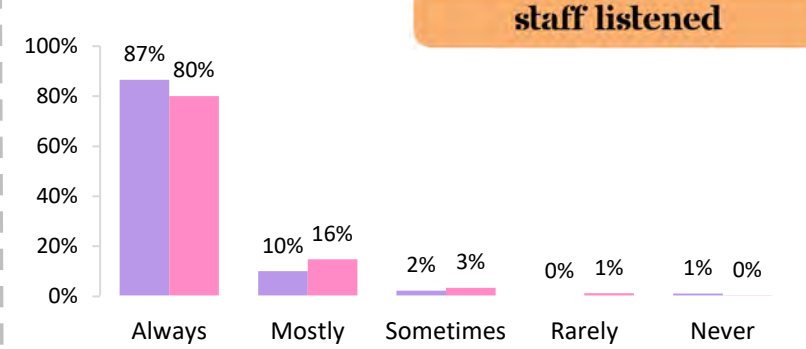
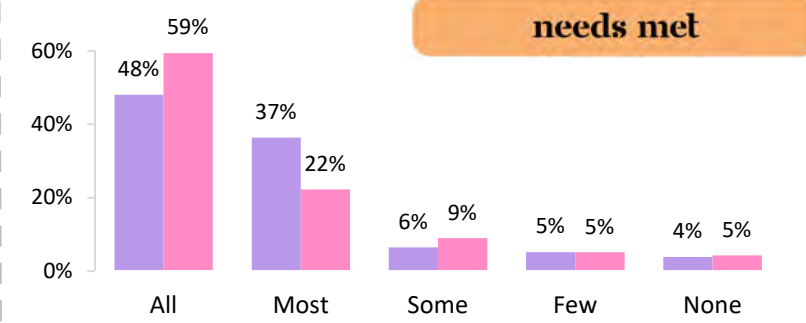
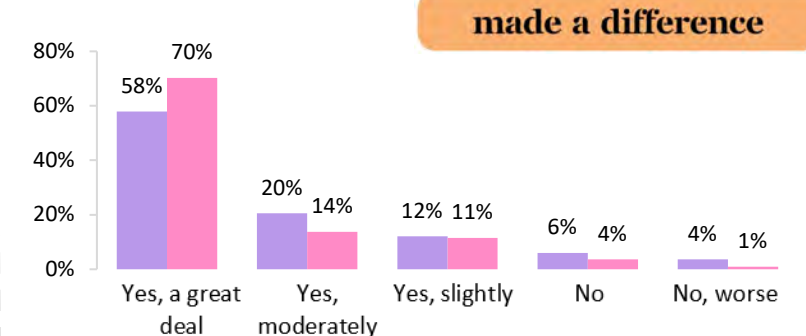
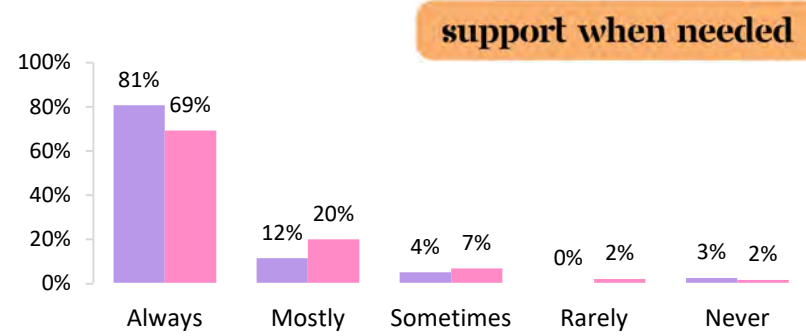
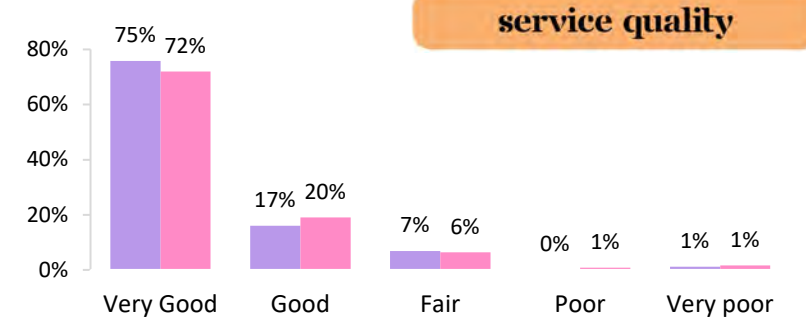
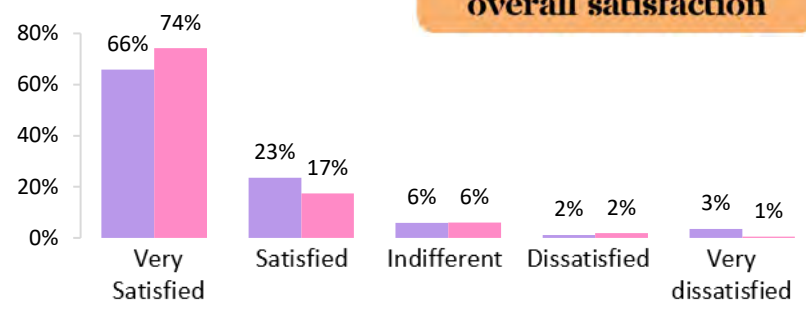
Duration of Service



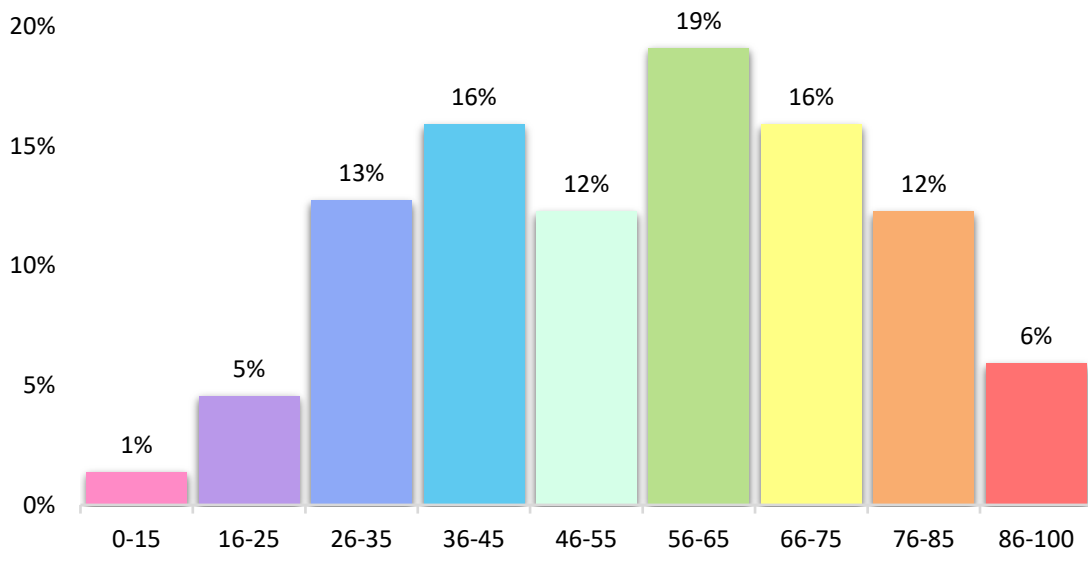
Key Measurement Areas

2023 Jan - Jun

2023 Jul - Dec



Age Range



referral sources

- 50% = another service/agency
- 21% = Family or friend
- 16% = previous experience
- 13% = other

first contact

- Within one day = 43%
- Immediately = 34%
- Waited over 4 days = 12%
- Within two days = 11%

adequate information

- 86% = Adequate information received
- 10% = unsure
- 4% = No

raising concerns

- 62% = knew how to raise concerns
- 29% = Confident to find out
- 9% = Did not know how

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

Comments

45 Compliments Received

topic

Worker KAP - 27
 Service quality - 13
 Information Support - 3
 Service outcome - 1
 Working Collaboratively - 1

came from

Client - 33 School - 2
 Parent/Carer - 5 Service provider - 1
 Professional - 3 Community member - 1

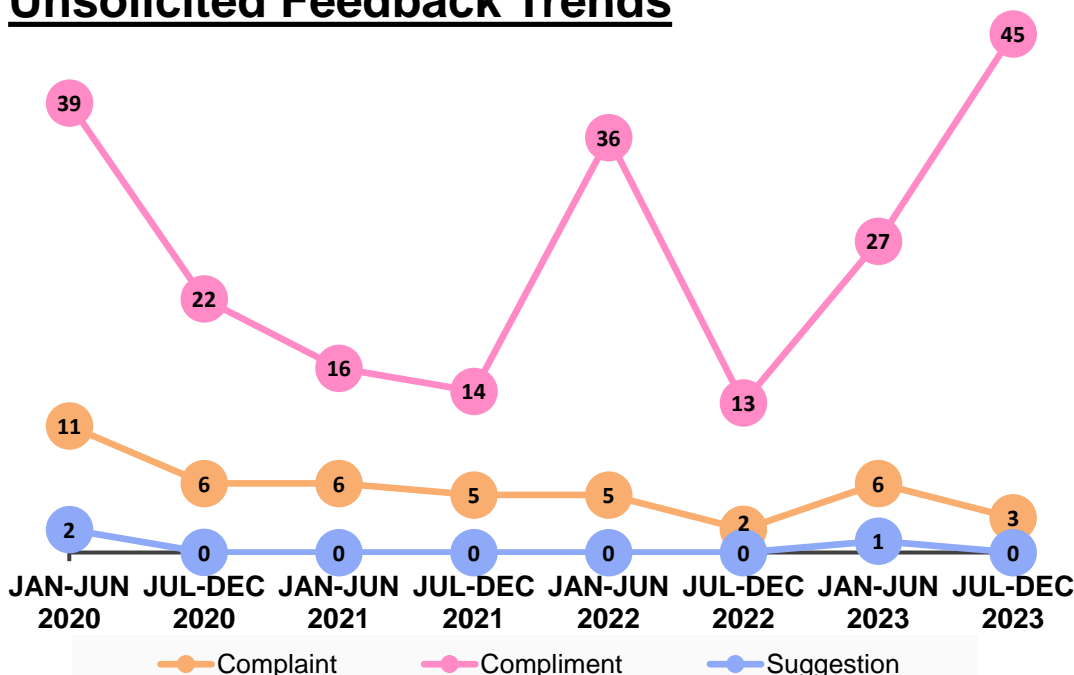
received via

Email - 13 Have your say - 3
 In person - 11 Feedback - 2
 Phone - 9 Card/letter - 2
 Text - 4 Internet - 1

3 Complaints Received

All complaints received by FamilyCare in this reporting period were complaints regarding companies and services we engage with to provide services to clients; such as cleaning and personal care services. They were all followed-up with the companies directly under the terms of our service contracts.

Unsolicited Feedback Trends



“Everything you have done to help me with food vouchers and accessing a counsellor. I really appreciate your terrific support as I really don't have much. Just wanted to say a very big Thank you.”

“Thank you for all of your work with this family. I have really appreciated the consistency in response and support in working collaboratively with this family.”

“I really appreciated the emotional and practical support provided by GFRS”

“The knowledge and support that you have provided us has helped beyond measure. Your non-judgement, kind reassurances have comforted me and helped me to feel as I'm not doing all that bad. Thank you”



“The service you provide is a light in the dark for some of us so please keep providing this wonderful support.”