

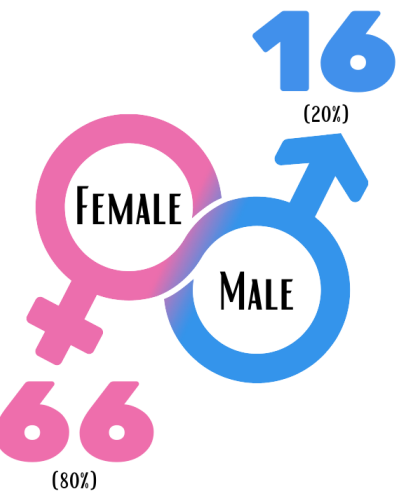
# Client Satisfaction Feedback Report

ALL FAMILYCARE PROGRAMS



## Client sample

### Gender



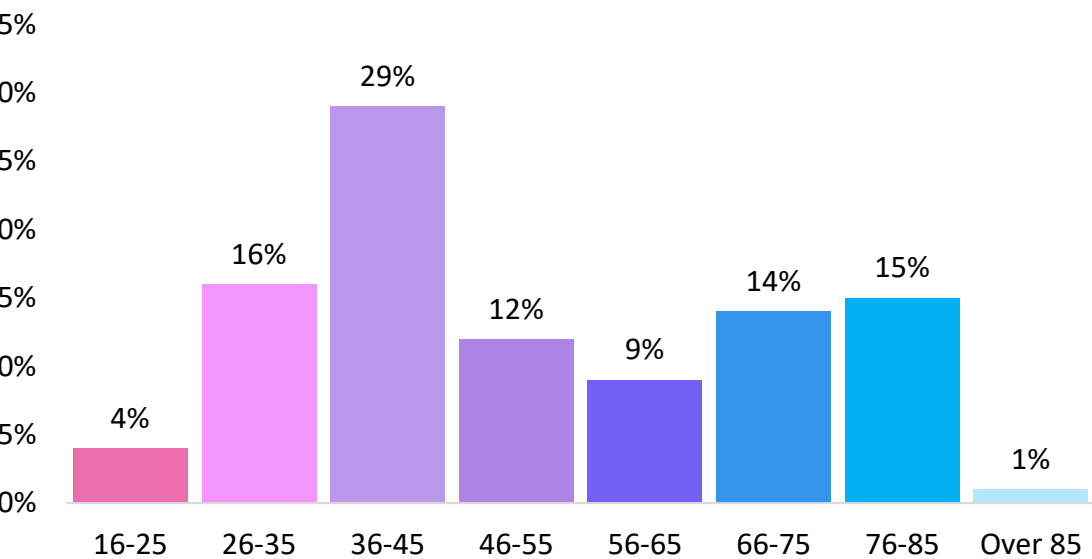
\* No responses for other genders

### Culture

CALD Background = 78% of responses

\* No respondents identified ATSI

### Age Range



### Referral Sources

Another service/agency = 48%

Previous experience = 22%

Family or friend = 18%

Advertisement = 6%

Other = 6%

### First Contact

Immediately = 44%

Within 24hrs = 31%

Waited 2 working days = 12%

Waited 3 or more working days = 13%

### Adequate information

88% = Adequate information received

9% = Unsure

2% = Maybe

1% = No

### Raising concerns

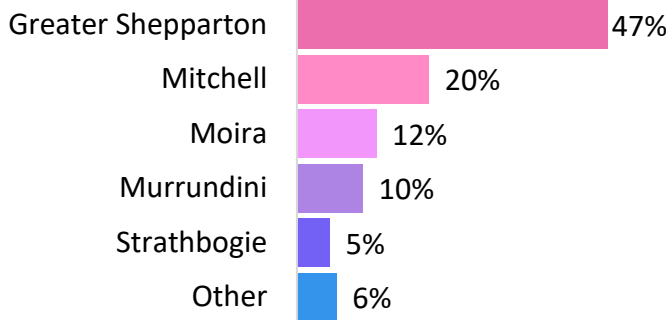
68% = Knew how to raise concerns

18% = Confident to find out

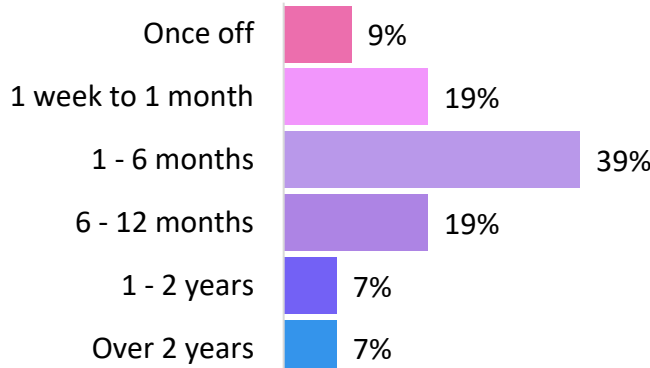
8% = Might be able to find out

6% = No

### LGA



### Duration of Service

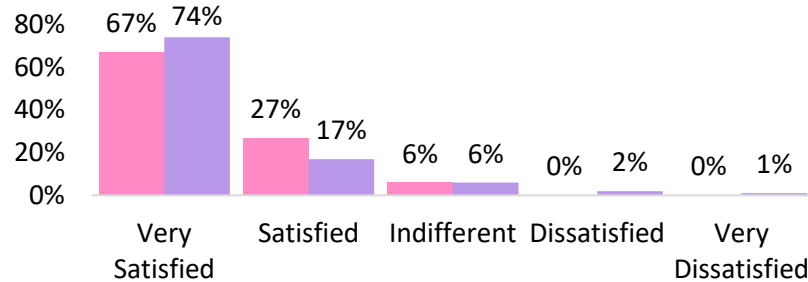


## Key Measurement Areas

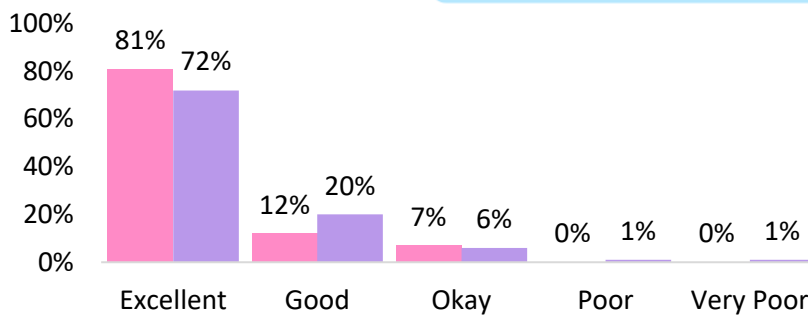
2024 Jan - Jun

2023 Jul - Dec

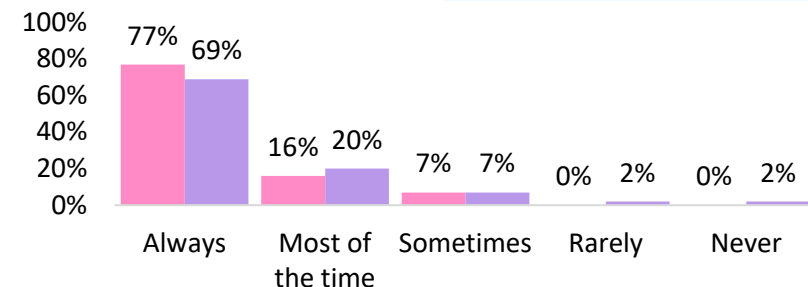
### overall satisfaction



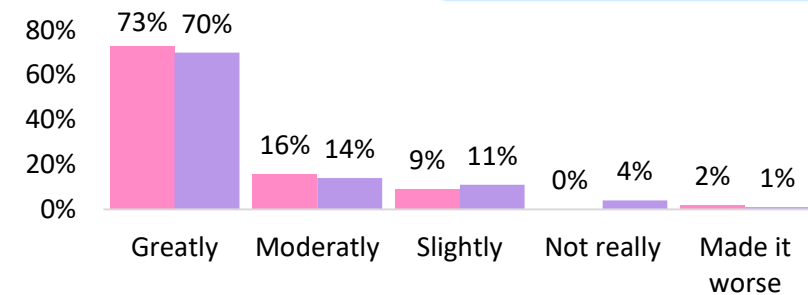
### service quality



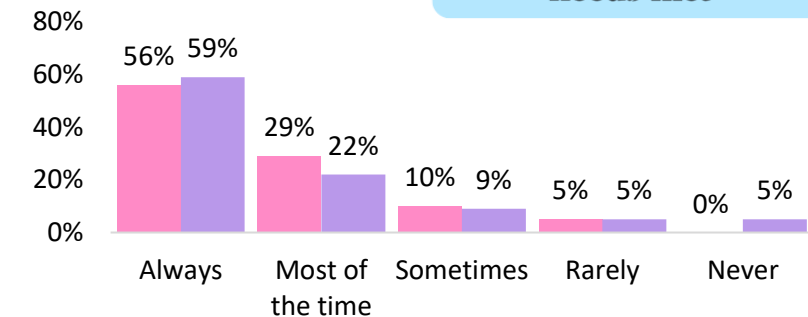
### support when needed



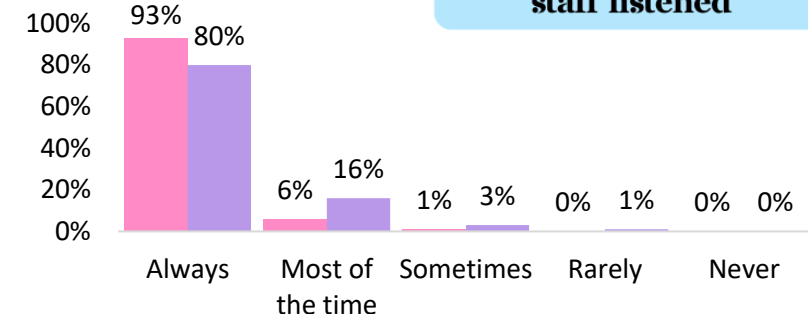
### made a difference



### needs met



### staff listened



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

## 51 Compliments Received

### Topic

Worker Knowledge, Attitude and Professionalism - 30  
Service Quality - 12  
Working Collaboratively - 5  
Customer Service - 2  
Information Support - 1  
Service Outcome - 1

### Came from

Parent/Carer - 20      Organisation - 3  
Client - 10              Board Member - 1  
Professional - 10      Relative - 1  
Staff - 5                  Community - 1

### Received via

Email - 22              Card/letter - 4  
Phone - 10            Have your say - 2  
In person - 8          Internet - 1  
Text - 4

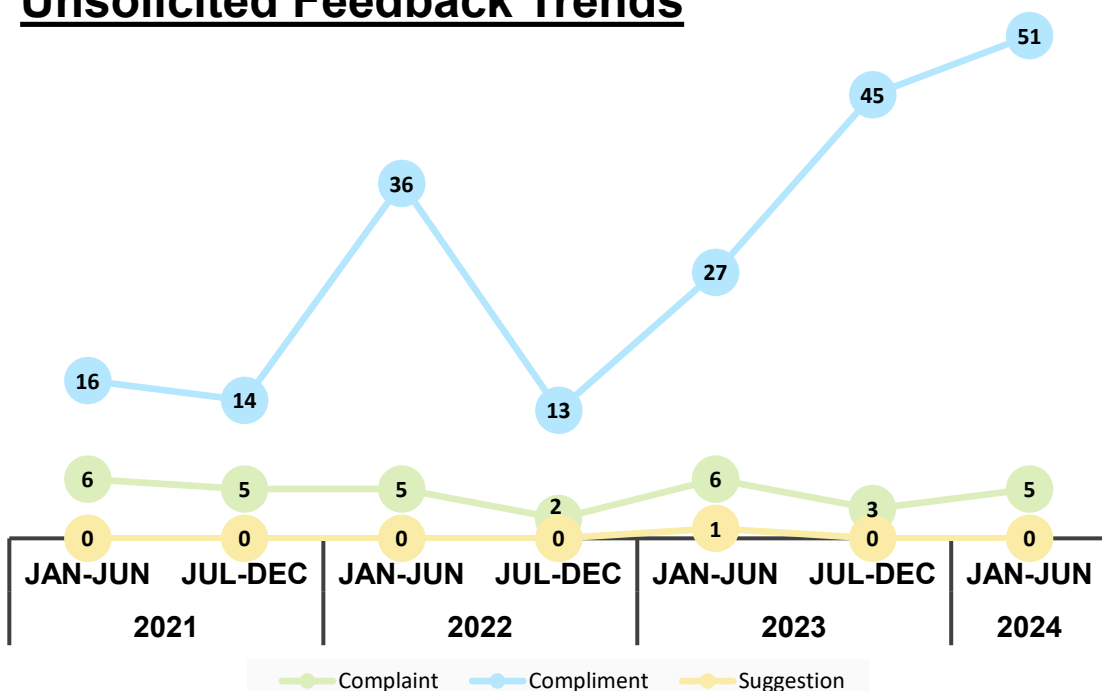
## 5 Complaints Received

### Example of Complaint:

Participant arrived at a FamilyCare office for a two hour parenting workshop. The workshop was scheduled for a week later. The promotional material had advertised the incorrect date. The participant had taken a day off work and driven for over an hour to attend and was unhappy. They advised they would not be registering for future workshops.

*Action taken: Apologised to the participant and introduced additional checking before publishing promotional materials.*

## Unsolicited Feedback Trends



## Comments

Since working together, our organisation has found the NDIS Team to be very supportive, proactive and diligent in their work and appreciates the lengths we go to support our shared participants and their care givers/families!

Just a quick thanks for all your support and care over the last months. Might not have said it but you have been a godsend the last few months and I deeply appreciate you.

Client spoke about current worker who he said made him feel disrespected regarding a recent conversation that they had.

Thank you for your incredible and ongoing support for the family. I recognise the key role you play in supporting the family and coordinating care to get things done. It's great to be in a care team where community supports are able to cater for the needs of a family to best facilitate engagement and witness progress that wasn't achievable before.



Thank you for coming...It's like a breath of fresh air...I feel better and I understand more about what's going on here.