Client Satisfaction 82 Surveys Returned JAN - JUN 246 Jul - Dec '23 Feedback Report familycare 94 Jan - Jun '23 ALL FAMILYCARE PROGRAMS **Key Measurement Areas** Client sample LGA Gender **Greater Shepparton** 47% 2024 Jan - Jun 2023 Jul - Dec Mitchell 20% Moira 12% overall satisfaction Murrundini 10% 67% 74% 80% FEMALE Strathbogie 60% 40% Other 6% 17% 20% 6% 6% MALE 0% 2% 0% 1% **Duration of Service** 0% Satisfied Indifferent Dissatisfied Verv Very Once off 9% Satisfied Dissatisfied 1 week to 1 month 19% service quality 1 - 6 months 39% 100% * No responses for other genders 72% 80% Culture 6 - 12 months 19% 60% CALD Background = 1 - 2 years 7% 40% 78% of responses 20% Over 2 years 7% 12% 20% * No respondents identified ATSI 7% 6% 0% 0% 1% 0% <u>Age Range</u> Excellent Good Okay Poor Very Poor 35% support when needed 29% 100% 30% 77% 69% 80% 25% 60% 40% 16% 20% 20% 20% 7% 0% 2% 0% 2% 16% 15% 14% 15% 12% Most of **Always** Sometimes Rarely Never the time 9% 10% made a difference 4% 5% 1% 73% 70% 80% 0% 60% 66-75 46-55 56-65 16-25 26-35 36-45 76-85 Over 85 40% 16% 14% 9% 11% 20% 4% 2% 0% 1% 0% Referral Sources Greatly Moderatly Slightly Not really Made it worse Another service/agency = 48% Previous experience = 22% needs met Family or friend = 18% 80% **Adequate** 56% 59% Advertisement = 6% 60% information Other = 6% 40% 29% 22% 88% = Adequate information received 20% 10% 9% 5% 5% 9% = Unsure 0% **First Contact** 2% = Maybe 0% **Always** Most of Sometimes Rarely Never 1% = No Immediately = 44% the time Within 24hrs = 31% staff listened Waited 2 working days = 12% 100% 80% 80% Waited 3 or more working days = 13% **Raising concerns** 60% 68% = Knew how to raise concerns 40% 18% = Confident to find out 20% 3% 1% 0% 1% 0% 0% 8% = Might be able to find out 0% 6% = No **Always** Most of Sometimes Never Rarely

the time



Unsolicited Feedback and Comments



56 Unsolicited Feedback

Jul - Dec '23

Jan - Jun '23

42

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

Phone - 10

In person - 8 Have your say - 2

Text - 4

Internet - 1

Card/letter - 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 51 45 27 16 13 JAN-JUN JUL-DEC JAN-JUN JUL-DEC JAN-JUN JUL-DEC JAN-JUN 2021 2022 2023 2024 Compliment Complaint Suggestion

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.