



110 Surveys returned

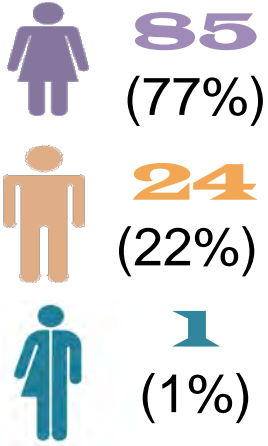
July-Dec 2023 = 243

Jan-June 2024 = 82

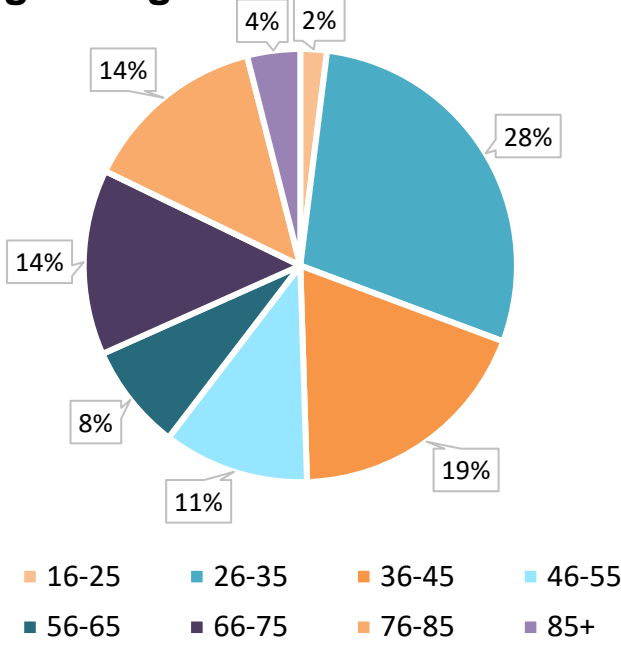
Client Satisfaction Feedback Report July - December 2024

Client sample

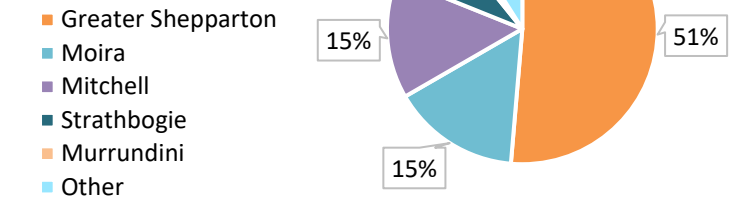
Gender



Age Range



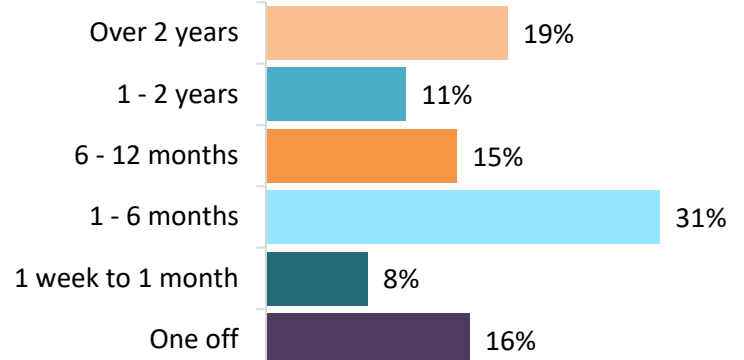
LGA



Culture

CALD Background = 14.3%
*no responses for ATSI clients

Duration of Service



Referral sources

- 54% = Another service or agency
- 18% = Family or friends
- 10% = Previous experience

Adequate information

- 95% = Adequate information received
- 4% = Unsure
- 1% = No

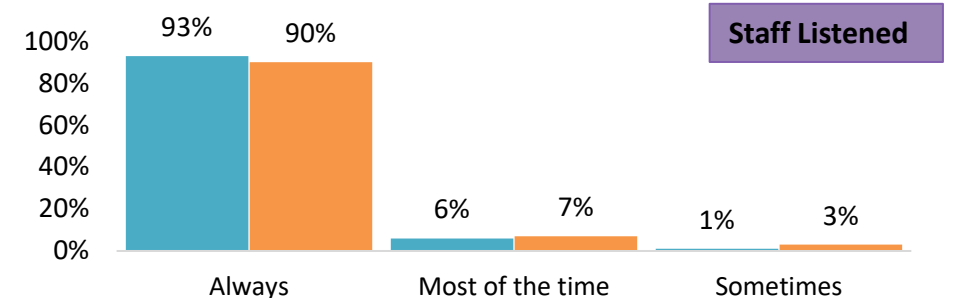
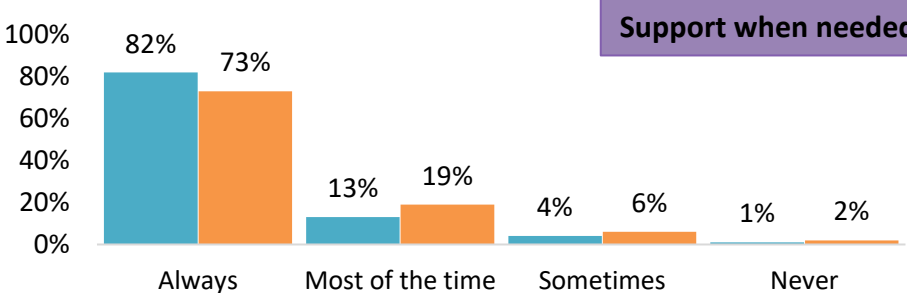
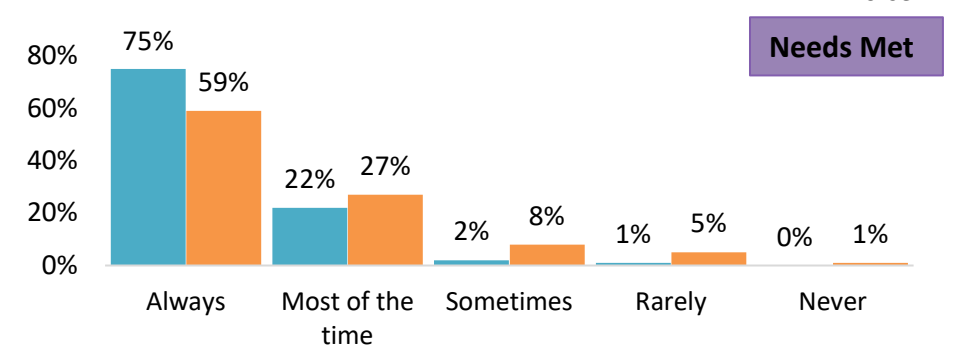
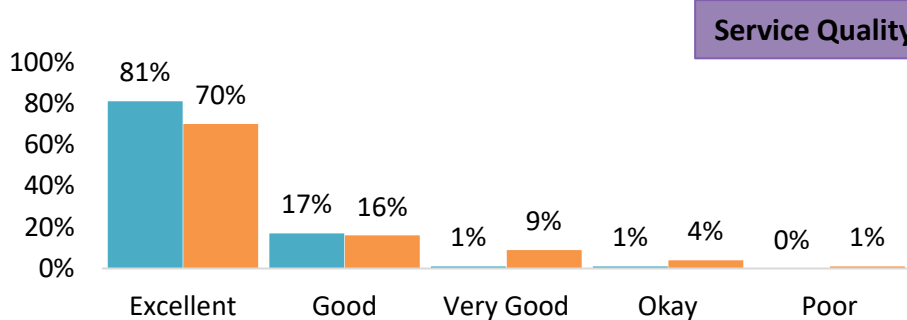
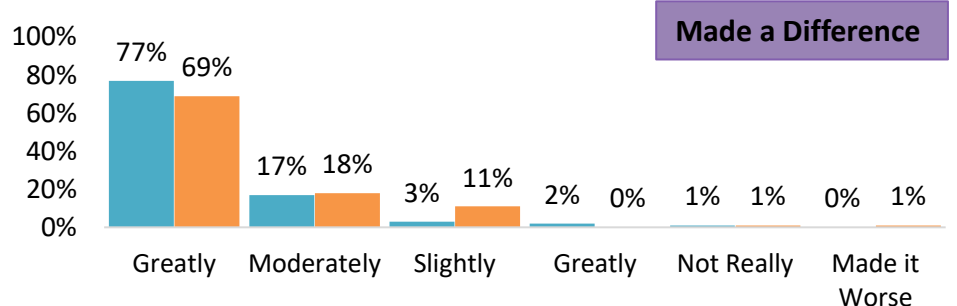
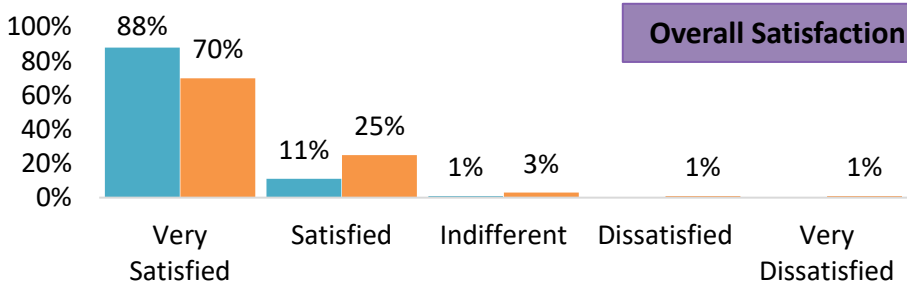
First contact

- 43% = Immediately
- 40% = Within 1 day
- 8% = Within 2 days

How to raise a concern

- 67% = Knew how to raise concerns
- 23% = Confident to find out
- 6% = Did not know how

Key Measurement Areas





Unsolicited Feedback and Comments

July - December 2024

49 Unsolicited feedback

July-Dec 2023 = 48

Jan-June 2024 = 56

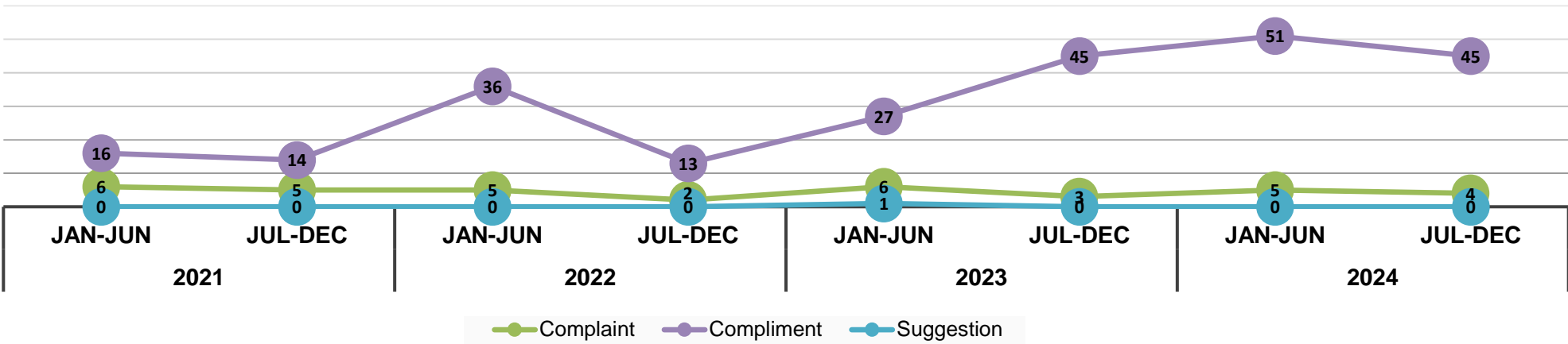
All those who made a complaint received a direct response, including options if unhappy with the outcome.

45 Compliments

4 Complaints

Topic	Came from	Received via
Service quality – 19 Workers – 15 Working Collaboratively - 6 Information/support – 3 Service outcome – 1 Customer Service – 1	Clients – 22 Parent/Carer – 13 Professional – 7 Staff – 3	Email – 25 Text – 7 Phone – 5 Have your say – 4 In person – 3 Letter – 1
Customer Service – 3 Workers – 1	Clients – 2 Relative – 2	Phone – 3 Email – 1

Unsolicited Feedback Trends



Comments

"Police stated that FamilyCare should be proud of the quality of car seats and how well they were fitted"

"I think the website could be improved. It's not very appealing particularly for educated people to engage in the program, as it makes it sound like you are failing to need the services rather than requiring support to teach baby how to sleep and improve parenting skills. It was only that my good friend really encouraged me to do it that I reached out."

"It's all thanks to everything you have done for us and for that we just want to say thank you. The kids were gifted with amazing new bikes which they will absolutely love as their Christmas present this year."

"Just wanted to say thanks so much for helping to action the volunteers with putting together our basketball ring. The volunteers we great to work with and my boys are loving having a basketball ring again after a long period without!"

"I don't know what people would do without this support, I wouldn't have survived, thank you for everything you did"

"Thank you also for your consistent support and communication as well. You have ensured that my son's start to school has been coordinated as smoothly as possible and I really appreciate how closely you've worked with myself and his family."