



143 Surveys returned

Jan-June 2024 = 140

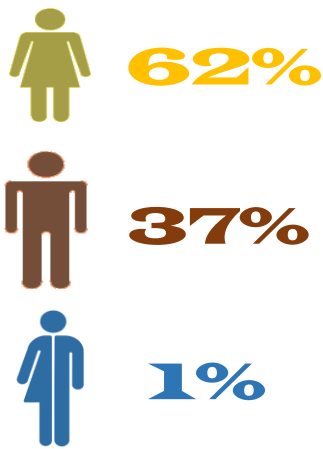
July-Dec 2024 = 116

Client Satisfaction Feedback Report

January to June 2025

Client sample

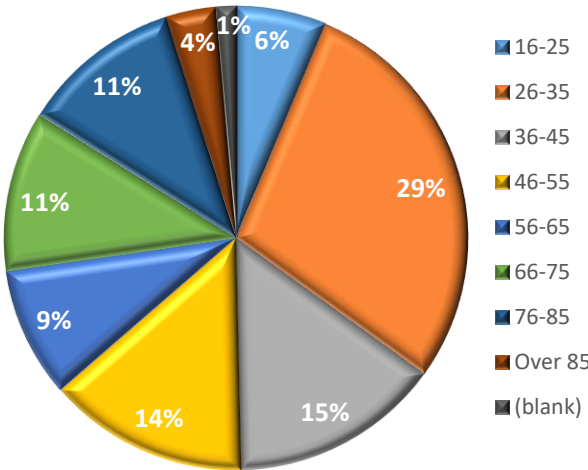
Gender



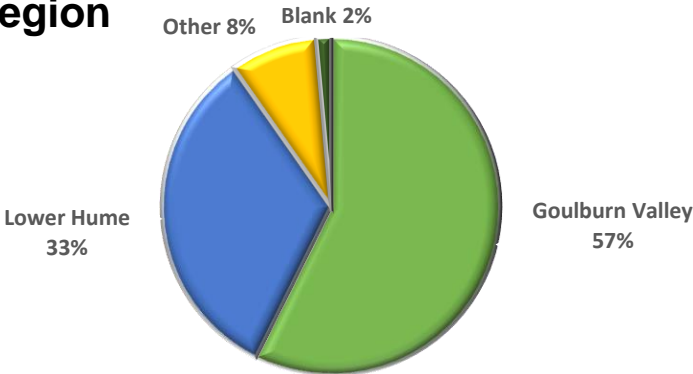
Culture

Indigenous Australians = 7
CALD Background = 18

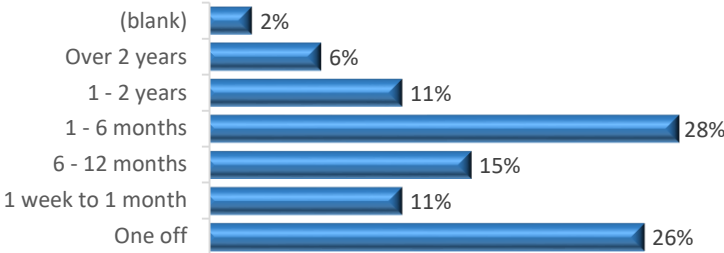
Age Range



Region



Duration of Service



Referral sources

51% = Other services
24% = Family or friends
11% = Previous experience

Adequate information

95% = Adequate information received
1% = Didn't receive adequate information

First contact

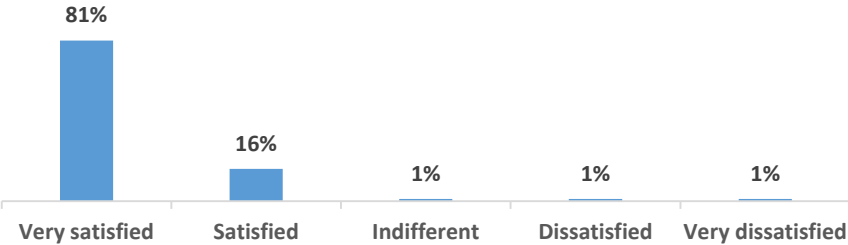
42% = Immediately
32% = Within 1 day
1% = Waited over 4 days

Raising concerns

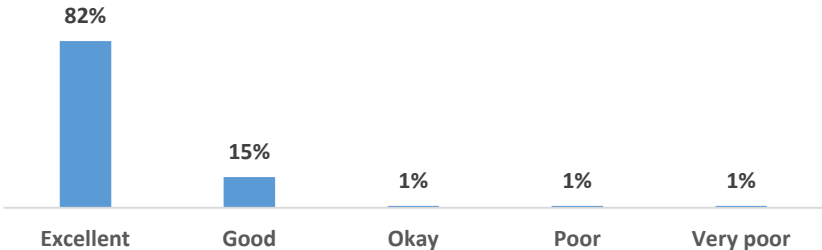
59% = Knew how to raise concerns
27% = Confident to find out
9% = Did not know how

Key Measurement Areas

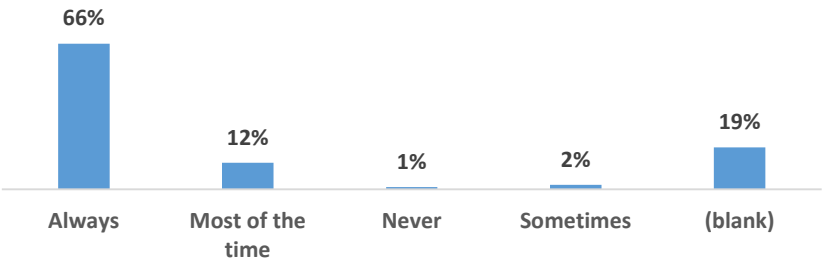
Overall satisfaction



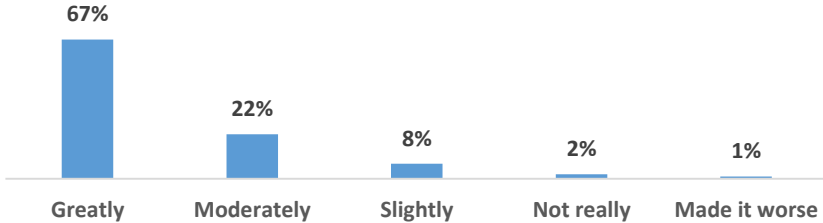
Service Quality



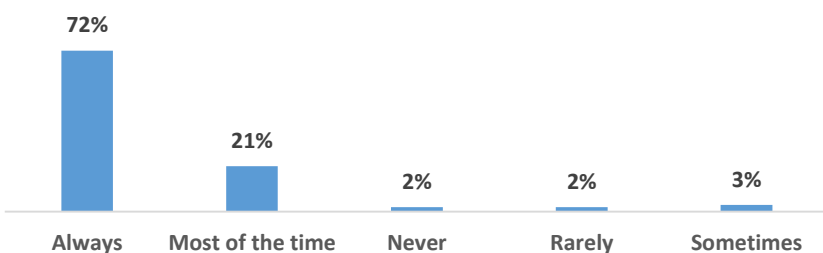
Support when needed



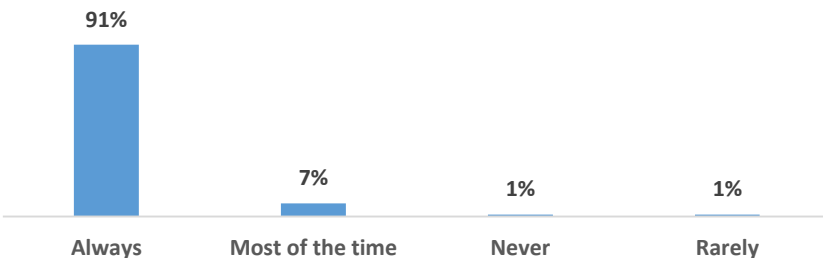
Made a difference



Needs met



Staff listened





Unsolicited Feedback and Comments

January to June 2025

All feedback is processed consistent with FamilyCare’s Feedback and Complaints Policy. Complaints receive prompt response, with options provided for those not satisfied with the outcome.

30 Unsolicited feedback

Jan-June 2024 = 56

July-Dec 2024 = 49


24 Compliments


6 Complaints


0 Suggestions

Topic

Workers – 18
Service outcome – 11
Service quality – 8
Information/support - 6
Working collaboratively - 2

Workers – 5
Service Quality - 1

Came from

Clients – 13
Service Provider – 6
Parent/Carer - 3
Organisation – 1
Staff - 1

Clients – 5
Service Provider - 1

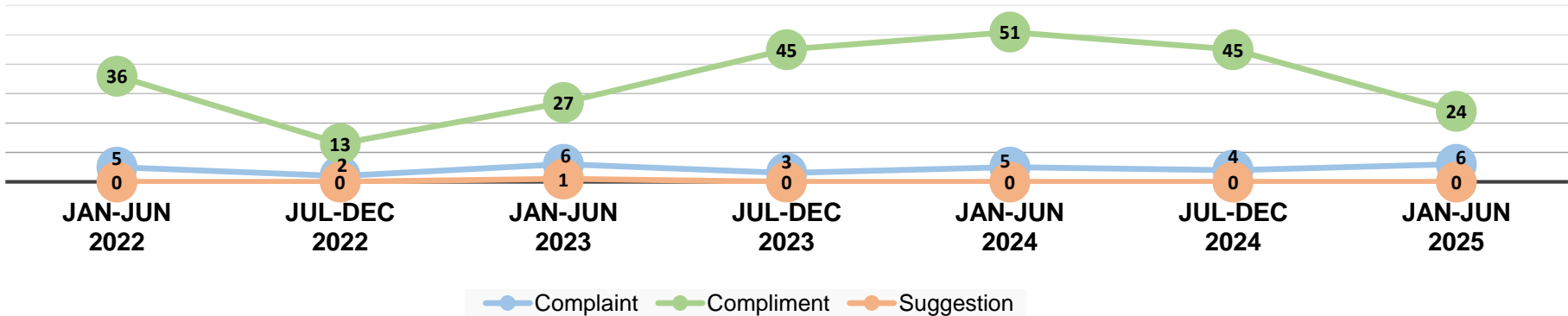
Received via

Email – 12
Phone – 8
Text - 3
Letter – 1

Phone – 3
Email – 2
Text - 1

Unsolicited Feedback Trends

Unsolicited Feedback Trends



Comments

“Great support when I lost confidence in my ability to parent. Great service to learn my strengths and able to see changes in STAR of how I was trusting my own abilities/decisions..”

“Thank you. I was in such a rough spot in life and really couldn't have gotten so far without their help!”

“Support from my case manager, my counsellor from FamilyCare and my financial/insurance advisor were all so helpful and caring it gave me faith in people again.”

“The staff have been amazing. We can not thank them enough for their support and guidance as first time parents they were reassuring, helpful and encouraging and have given us so much confidence. Thank you.”

“It would have helped to have a better experience with initial contact.”

“Fantastic consideration with excellent communication and understanding of unique circumstances... brilliant security and safety fears put to rest with exceptional experience.”

“What a wonderful service for us traumatised flood victims. Being able to talk to people who listened and then provided a pathway to act if not straight away, very quickly to help our needs at the time. Always changing as the journey went along. Our case worker was a good friend to us in juggling the insurance world. We love her. Thank you is not enough...”