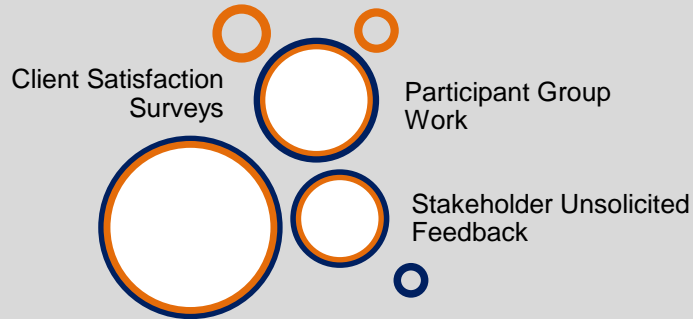


FamilyCare Bi-Annual Feedback Report

June - December 2014

Spotlight Reports:



INTRODUCTION

FamilyCare collects a considerable amount of feedback about its activities, from a variety of sources, particularly our clients. All feedback including complaints or suggestions about how we could improve is useful. Reviewing the feedback helps us to check that FamilyCare is doing what it says it will do and to continually improve our services and activities.

To follow is a summary of the feedback FamilyCare received in the second half of 2014. It includes and summarises three types of source material:

- Feedback requested from and provided by clients who have accessed a FamilyCare service,
- Feedback requested from and provided by clients who have participated in a FamilyCare group activity, and
- Unsolicited feedback provided by clients and other stakeholders.

Regular six-monthly summaries of feedback received will be released on our website.

If you would like any further information about the report or to make a comment, please contact FamilyCare's CEO David Tennant, via email dtennant@familycare.net.au

January 2015

CLIENT SATISFACTION

Jun-Dec
2014

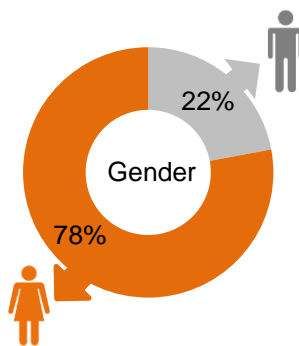
A representation of Satisfaction Survey results across key service areas (n=138)

OVERALL Service Quality

89%
of respondents were
Very Satisfied
with service (n=110)

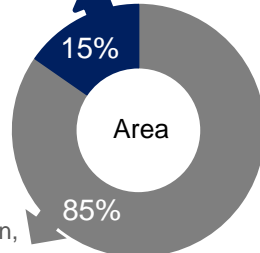
9%
Somewhat Satisfied
(n=10)

2%
Dissatisfied
(n=2)



SURVEY Respondents

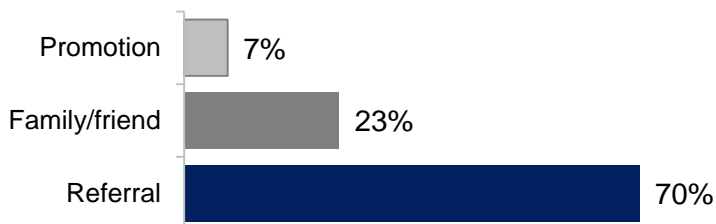
LH Murrindindi & Mitchell Shires



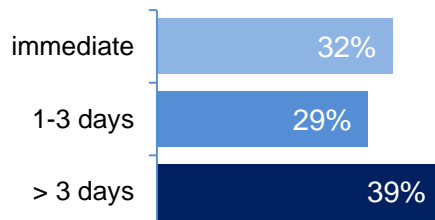
GV Greater Shepparton, Moira & Strathbogie Shires

ACCESS to service

Clients come to FamilyCare mainly via referral



First contact timeframes varied



NEEDS of clients

Most respondents indicated service needs had been met

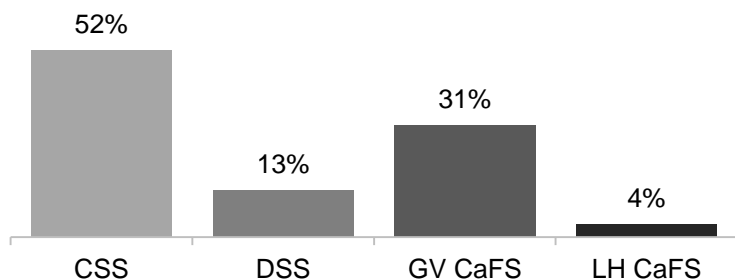


Comments on workers were positive:



"Wonderfully patient and gave me an opportunity to release/discuss my worries and concerns."

RESPONSES by service area



Legend:

CSS - Carer Support Services
DSS - Disability Support Services
CaFS - Child and Family Services

N.B. All figures rounded, non response items were considered missing data

Participant Feedback!

GROUP WORK at FamilyCare

INFANTS

Post Natal Depression Group

Drop-in Play Group

Girls, Girls, Girls
Seasons for Growth
Friendship Program

YOUNG PEOPLE

PARENTS

Caring 4 Kids

Real Men Make Great Dads

Balancing Love & Discipline

Men's Anger Management

Women's Anger Management

Keeping our Kool

EMOTIONS & BEHAVIOUR

USEFULNESS (was change initiated?)

85%

of participant feedback suggests **YES**

15%

of participant feedback suggests **MAYBE**

NEEDS (was the group helpful?)

86%

of participant feedback indicated **GREATLY**

13%

of participant feedback indicated **SOMEWHAT**

FACILITATORS (knowledge, attitude & practice?)

97%

of participants rated them as **EXCELLENT**

3%

of participants rated them as **GOOD**

Comments

written feedback from participants and carers/parents

"Fantastic learning experience for me!"

Women's Anger Management

"It is a bigger, longer term problem that can't be fixed in 10 weeks of 3 hrs."

Friendship Program parent

"He can talk the talk but is not quite walking the walk."

Friendship Program parent

"Its cool and fun. I liked playing the games."

Seasons for Growth participant

"This course has empowered me as a parent."

Balancing Love & Discipline

Unsolicited Feedback


Jun-Dec
2014

A summary of recording of
unsolicited feedback from
multiple stakeholders (n=22)

22
entries
recorded


16 
Compliments


3 
Complaints

3 
Suggestions



Source
Who provided the feedback?



9 client
5 service provider
2 comm. member



1 client
1 relative
1 service provider


3 parent


Medium
How was the feedback received?



7 email 1 text
4 mail 1 in-person
3 form


2 phone
1 mail



3 form


Aspect
What was the feedback about?



7 service quality
4 thanks
3 collaboration
2 worker KAP



3 worker/client dynamics

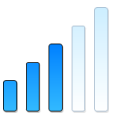

2 access
1 worker KAP


Type
Which service did feedback involve?


6 core services
3 overall service
3 presentation
2 event
2 agency values



3 core services


2 core services
1 overall



Service Area



CSS 4	DSS 5
GV CaFS 4	LH CaFS 2
Agency 1	



2	1
GV CaFS	LH CaFS



	DSS 3
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Shepparton Service Area:

Greater Shepparton, Moira & Strathbogie Shires

P.O. Box 1069, Shepparton 3632

19 Welsford Street Shepparton

Phone: 1300 854 944

Fax: 5831 7022

Seymour Service area:

Shires of Mitchell & Murrindindi

P.O. Box 457, Seymour 3660

64 High Street Seymour

Phone: 1800 663 107

Fax: 5799 0016