








Feedback Report: July–December 2015

This report is the first using new coordinated feedback surveys. As with any new process, the changeover has caused some challenges, with one of the results a lower than usual survey return rate. In addition, two service areas (Carer and Disability Support Services), have yet to undertake their annual client satisfaction survey mail out.

Our office locations

-  Shepparton
-  Cobram
-  Seymour
-  Wallan
-  Kinglake

Our major services

Aged Care Services

Carer Support

ChildFIRST

Children & Families

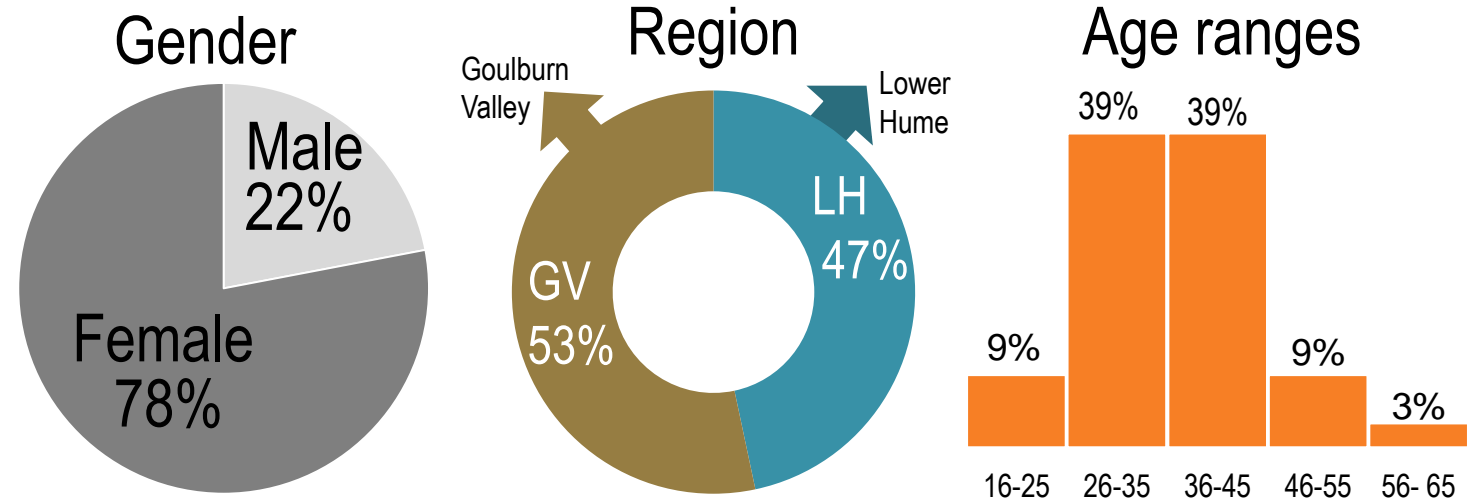
Disability Services

Men's Programs

Client Satisfaction

Overall, 51 surveys

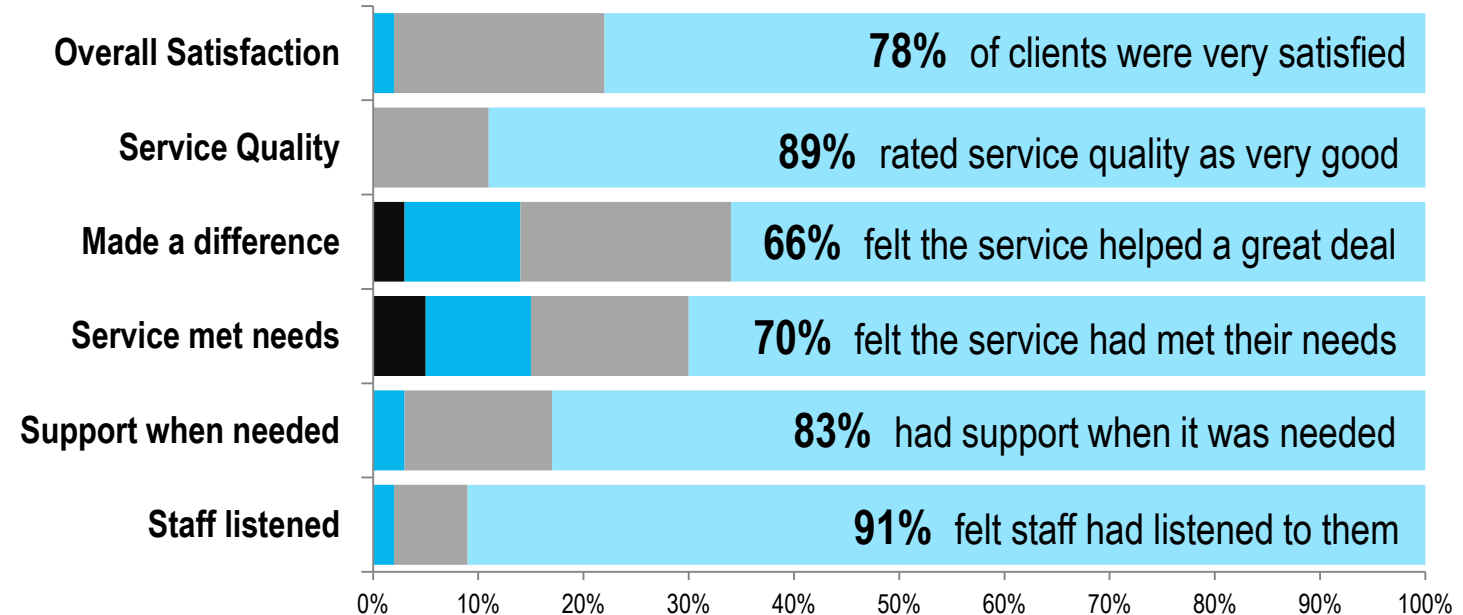
were received in this reporting period. Respondents were mainly female and survey returns were across the Goulburn Valley and Lower Hume service regions. Respondent's ages were mostly between 26 to 35 and 35 to 45.



Key Measurement Areas

Response options: 1 (no, or very poor) to 5 (very good, or always)

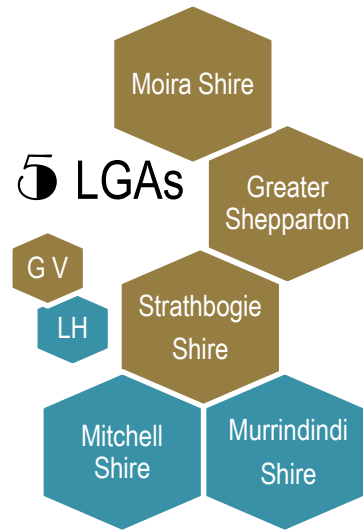
- Service access, was mostly via referral (53%) and then family and friends (19%).
- Service use, was mainly 1 to 6 months (39%), or one off (29%).
- Respondents (88%) indicated they received adequate information on support options.
- Lastly, 63% of respondents said they knew how to raise a concern whilst 23% felt confident they could find out.



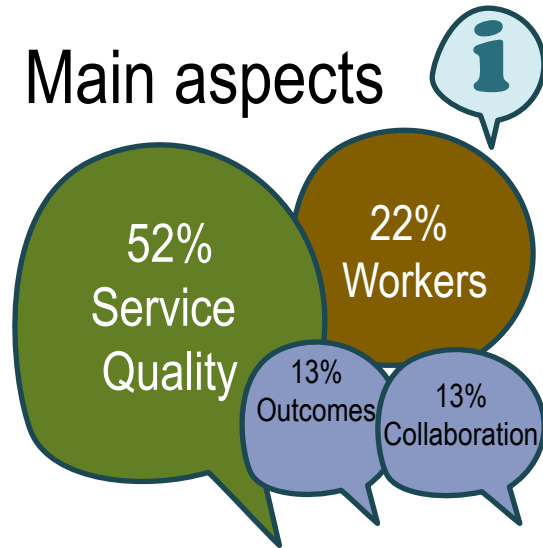
Unsolicited Feedback

Overall, **31** entries were recorded for this current period, (22 compliments, 8 complaints, 1 suggestion), an **↑** of **10** from last report.

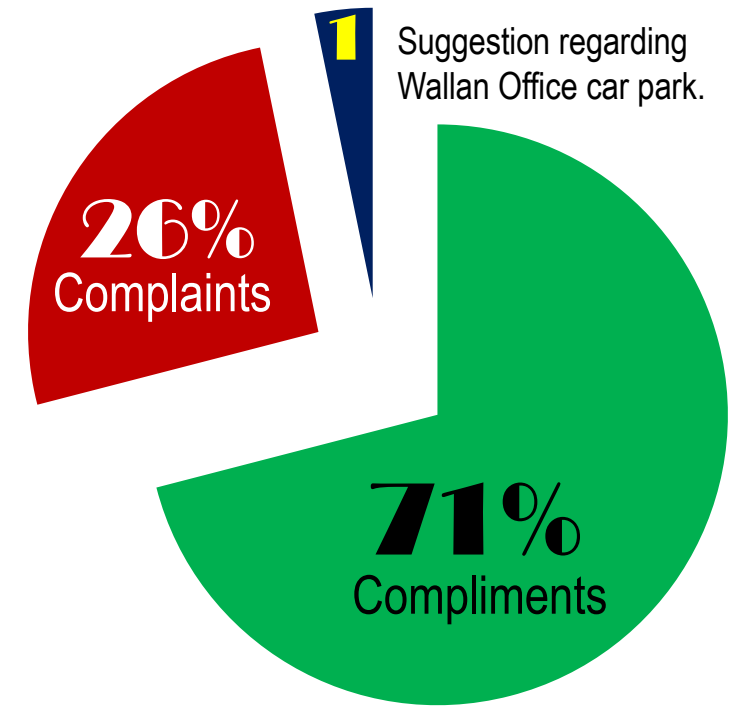
Our **Service Region**



Main aspects



Sources of feedback



They were received via email (**36%**) and phone (**32%**).

Total Service Area



16,509 kms

Population - **ABS 2011**



148,060

Complaints

were about:

Worker Dynamics 63%
↑ from last report (50%)
& **Service Quality 37%**

they came from:

Service Providers 38%
↑ from last report (33%)
& **Clients 37%**
↓ from last report (45%)

Compliments

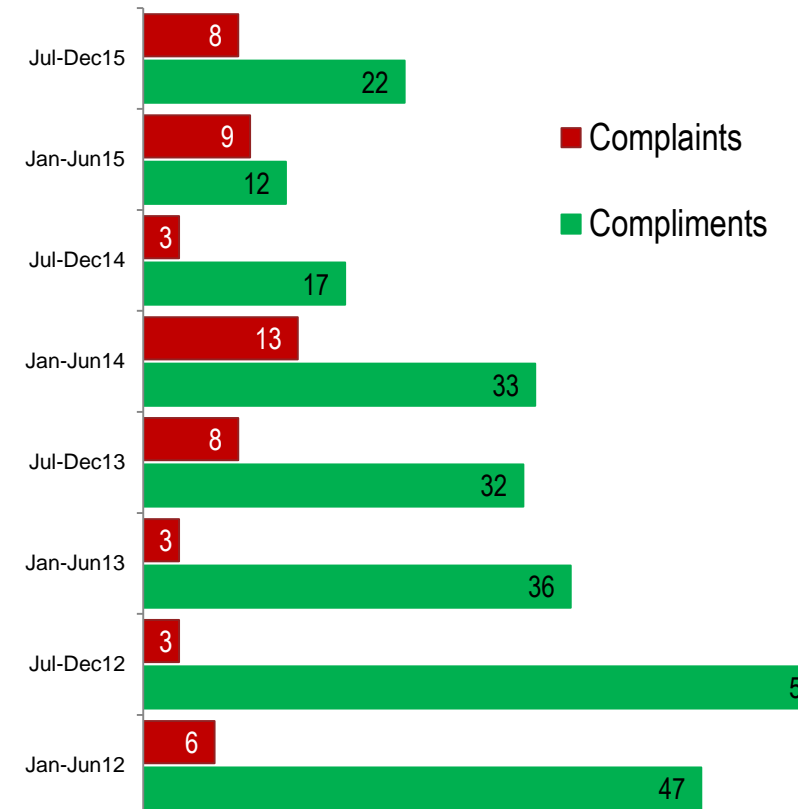
were about:

Service Quality 55%
↑ from last report (43%)
Service Outcomes & Collaboration 18% each

they came from:

Service Providers 55%
↑ from last report (42%)
& **Clients 41%**
↓ from last report (50%)

Trends Over 4 Years of Recording





Feedback Report July – December **2015**

Our Feedback

is collected via:

- Surveys
- Photos
- Phone
- Drawings
- Email
- Mail
- In person
- Stories

Also the “Have Your Say” form is available



Feedback Comments

They were friendly caring compassionate and supportive. They were non-judgemental and really helped me to build my confidence as a mum, wife and person. I am so glad I was able to attend the Day Stay Programme.

A long waitlist of 6 to 8 weeks for someone who is struggling can be an extremely long time.

Family care is to help people in need to bring families back to reality, you all do a good job. Thank you.

We also asked: *What else would have helped you and your family?*

OVERNIGHT parent/baby program.

Reduced **WAITING** times.

Weekend Services.

More joint counselling services.

Valuing Feedback

All feedback is valued at FamilyCare. Additional written comments were contributed by 28 survey respondents., These comments were are also analysed and where appropriate used to improve services.

In 2016 a new ‘group’ survey will be introduced. This will further consolidate the collection, analysis and reporting of feedback at FamilyCare.

www.familycare.net.au

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