

Client Satisfaction Feedback Report July – December 2017

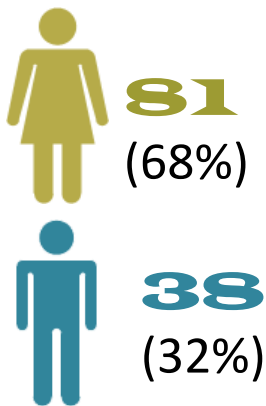
120 surveys were returned.

Jan – Jun 2017
158 returns

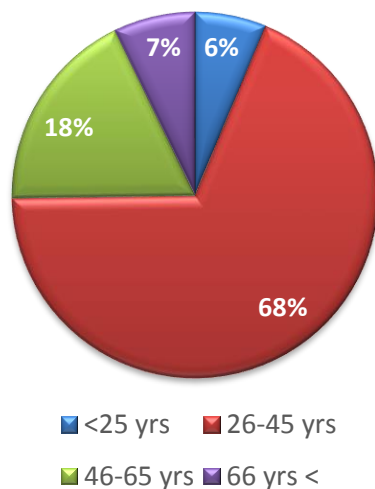
FamilyCare’s Client Satisfaction Feedback Report includes a new feature: the time it took for staff to make their initial contact with the client.

Client sample

Gender



Age Range



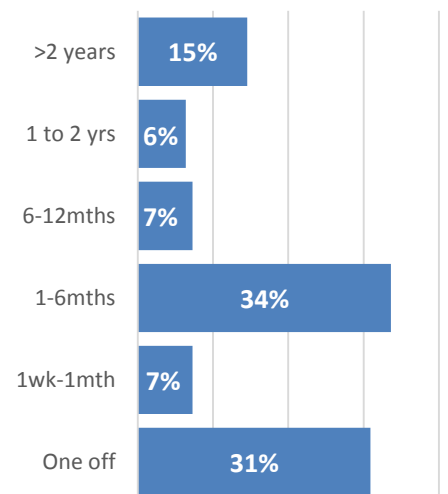
Region

74% Goulburn Valley
17% Lower Hume
9% Other Location

Culture

Five clients identified as Indigenous Australian; four indicated they were from a culturally and linguistically diverse background.

Duration of Service

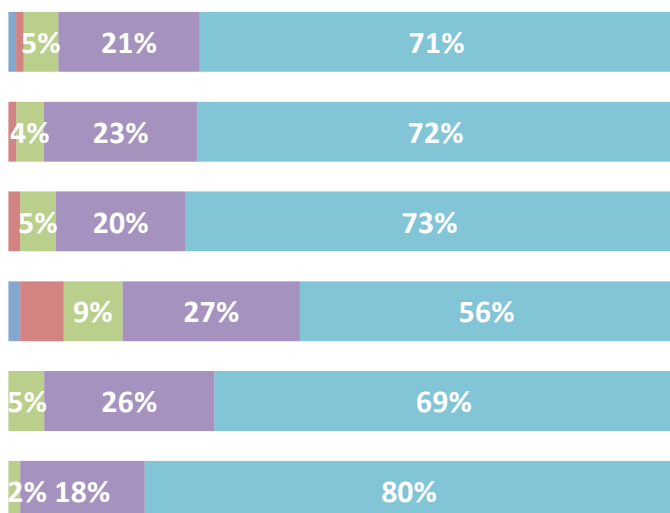


Key Measurement Areas

Rating options 1 (no, very poor) to 5 (very good, always)



Jul-Dec 2016



Service Satisfaction



Service Quality



Made a difference



Service met need



Support when needed



Staff listened



- Referral sources 62% via other services and 23% via family or friends; 6% were self-referrals
- First contact 49% were contacted immediately and 23% within 24hrs; 6% waited more than four days
- Adequate information 92% reported receiving adequate information on support options
- Raising concerns 58% knew how to raise a concern, 32% confident they could find out, 6% did not know how.

25 unsolicited feedback entries

Jan – Jun 2017
40 entries

Clients provide feedback via email, phone, in person and via the website.



19 Compliments

Topic

Quality – 8
Outcomes – 6
Workers – 3
Collaboration – 3

Came from

Professionals – 8
Clients – 5
Parent/Carer – 2
Providers – 2
Community Member – 1
Relative – 1

Received via

Email – 9
In person – 5
Mail – 4
Phone/Text – 1

Suggestion

No suggestions received.



6 Complaints

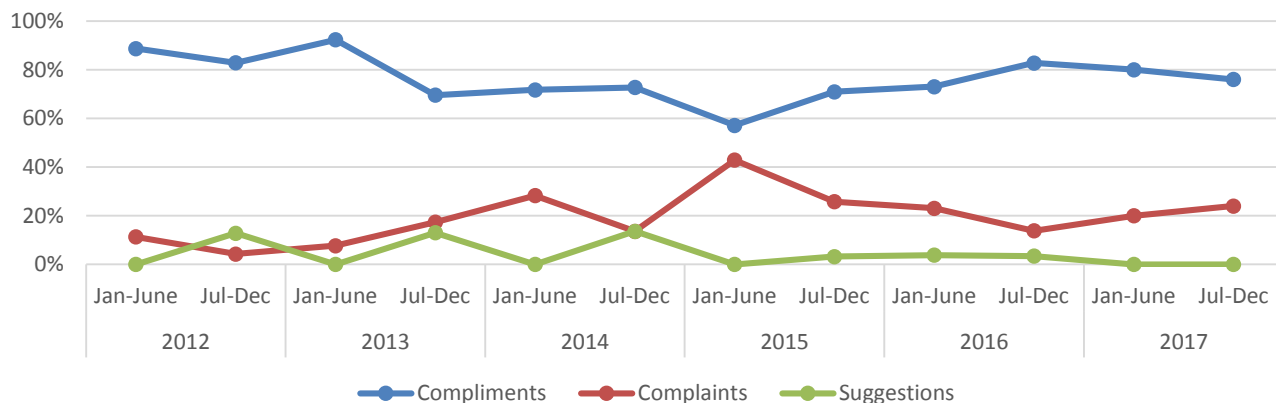
Outcomes – 3
Workers – 2
Quality – 1

Clients – 3
Professional – 1
Community Member – 1
Parent/Carer – 1

Phone/Text – 4
Email – 1
In person – 1

Trends

Unsolicited Feedback Trends



Comments

“It would have helped if there was assistance with the purchase of more outdoor activities and products. The help I received helped to guide me and my son in working together to achieve our goals.”

“DrumBeat is a wonderful program and the workers are great instructors. Thank you for providing a great service.”

“Thank goodness there is this wonderful service/s available. The staff were very approachable and understanding. My situation was demanding in numerous areas, and they were there to assist.”

“I was very grateful for the help I received. I was having a bad time and they were there for me and my daughter. Things are ok now. Thanks.”

“When I used FamilyCare I was very pleased with the help I received. I couldn't have asked for more and everyone was so nice about it all. Thankyou.”

“What would have helped me and my family was a forensic psychologist. The service received was of great benefit during the most difficult time of my life. I am very grateful for the help received from the worker.”