

Baptcare

Family & Community Services Client Feedback Results Victoria and Tasmania

2022



Data analysed by Dion Sydow Data & Reporting Analyst using inherited client feedback questionnaire database.

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Feedback System Overview

- The Family & Community Services feedback system welcomes feedback in different ways:
 - From any client at any time via the Feedback Form or the plain English Feedback Questionnaire (with three experiential questions)
 - From every child and young person via the Child Friendly Survey
 - From anyone anytime in-person, via email, letter, through our social media or website
 - At the conclusion of service, or at regular intervals throughout longer services, clients are asked to provide feedback about how satisfied they are with the service they received via the Client/Carer Feedback Questionnaire

What's new?

- Early 2023 saw the introduction of Baptcare's child-friendly survey
 - Co-designed and tested by children and young people the Family & Community Services child-friendly surveys invite input from children and raise their voices in new and accessible ways for Baptcare.
 - The surveys are a result of a collaboration between FACS, Customer Feedback Systems Australasia Pty Ltd (CFS), children and young people, and All Graduates translation services.
 - The child-friendly surveys are accessible for diverse children and young people's needs:
 - Digital or paper-based
 - 11 languages
 - Written or audio
 - Different questions for diverse cognitive capacities
 - Child survey results will be included in 2023 feedback report
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Survey Overview

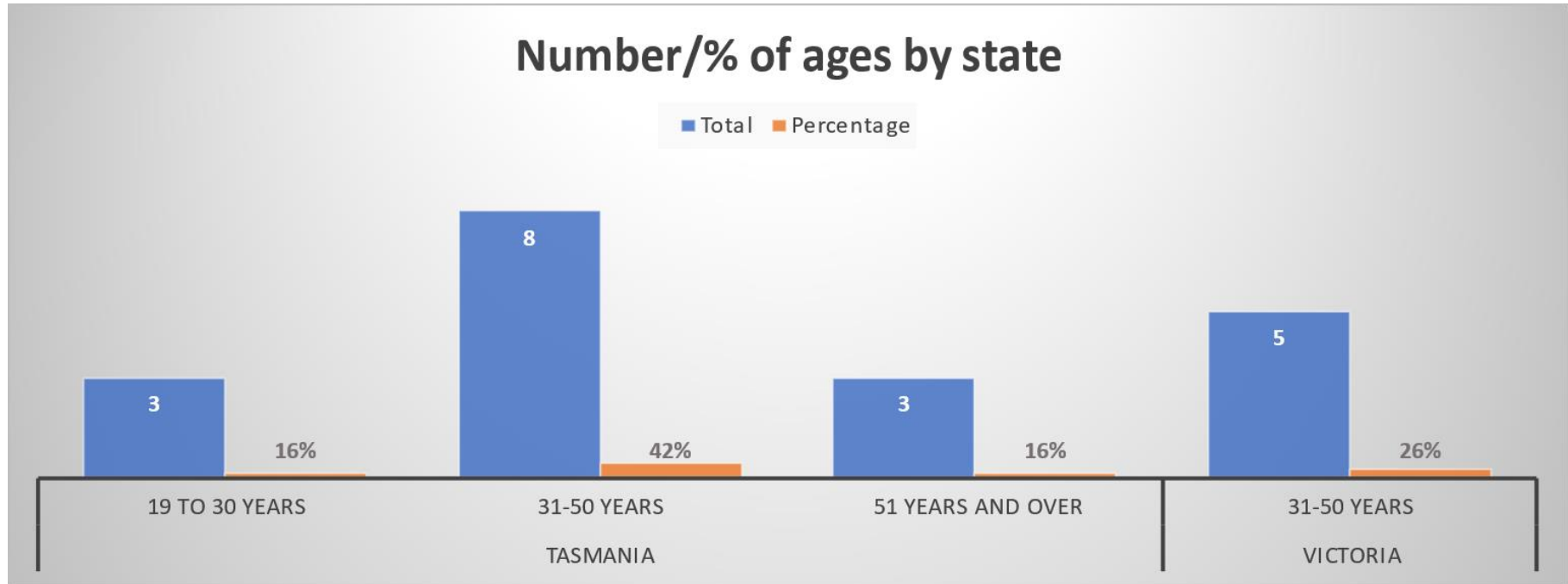
- This report looks at the feedback received from clients who engaged in a Family & Community Services program in Tasmania and Victoria from January 2022– December 2022, via the Client Feedback Questionnaire
- 52 questionnaires have been returned in total (up from 48 in 2021)
- Of the 39 paper client feedback surveys returned, 85% were completed by Tasmanian clients (n=33) and 15% by Victorian clients (n=6)
- A further 13 surveys* were completed by clients online (2 from Victoria, 1 from Tasmania and 10 with state and program not identified).

* With no state or program identified these 13 survey results have not been counted in the overall results, however all client comments are presented in this report

Survey overview

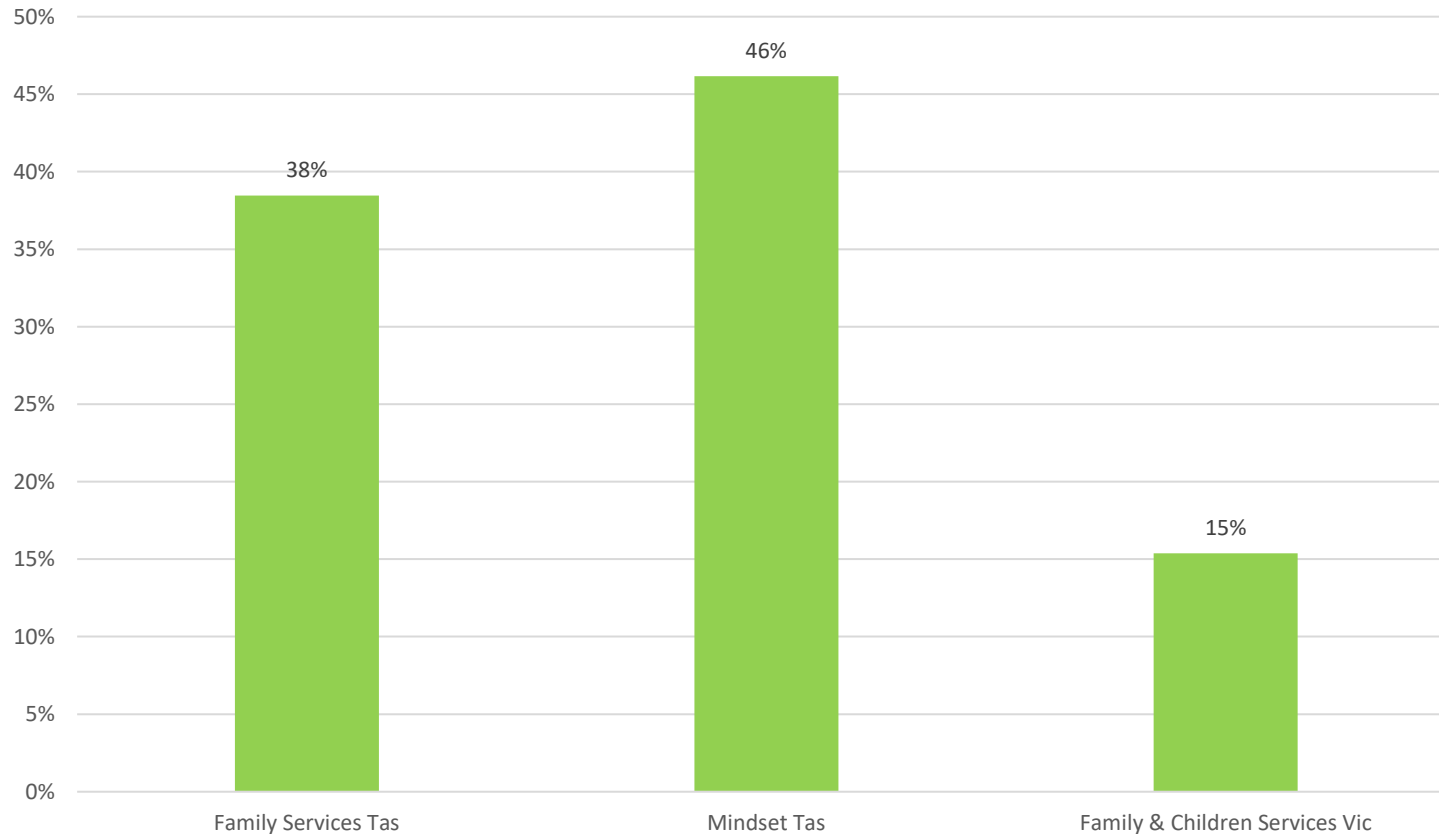
- Feedback from our feedback forms and plain English feedback forms are excluded from the analysis until the qualitative section of this report.
- Therefore, the qualitative section includes a total of 73 client perspectives from the paper-based and online surveys
- All results are expressed as a % and based off the total sample unless otherwise specified
- Missing data is not included in the analysis. Each chart shows the total number of responses completed as some forms were returned incomplete

Age (%) (n=39/39)



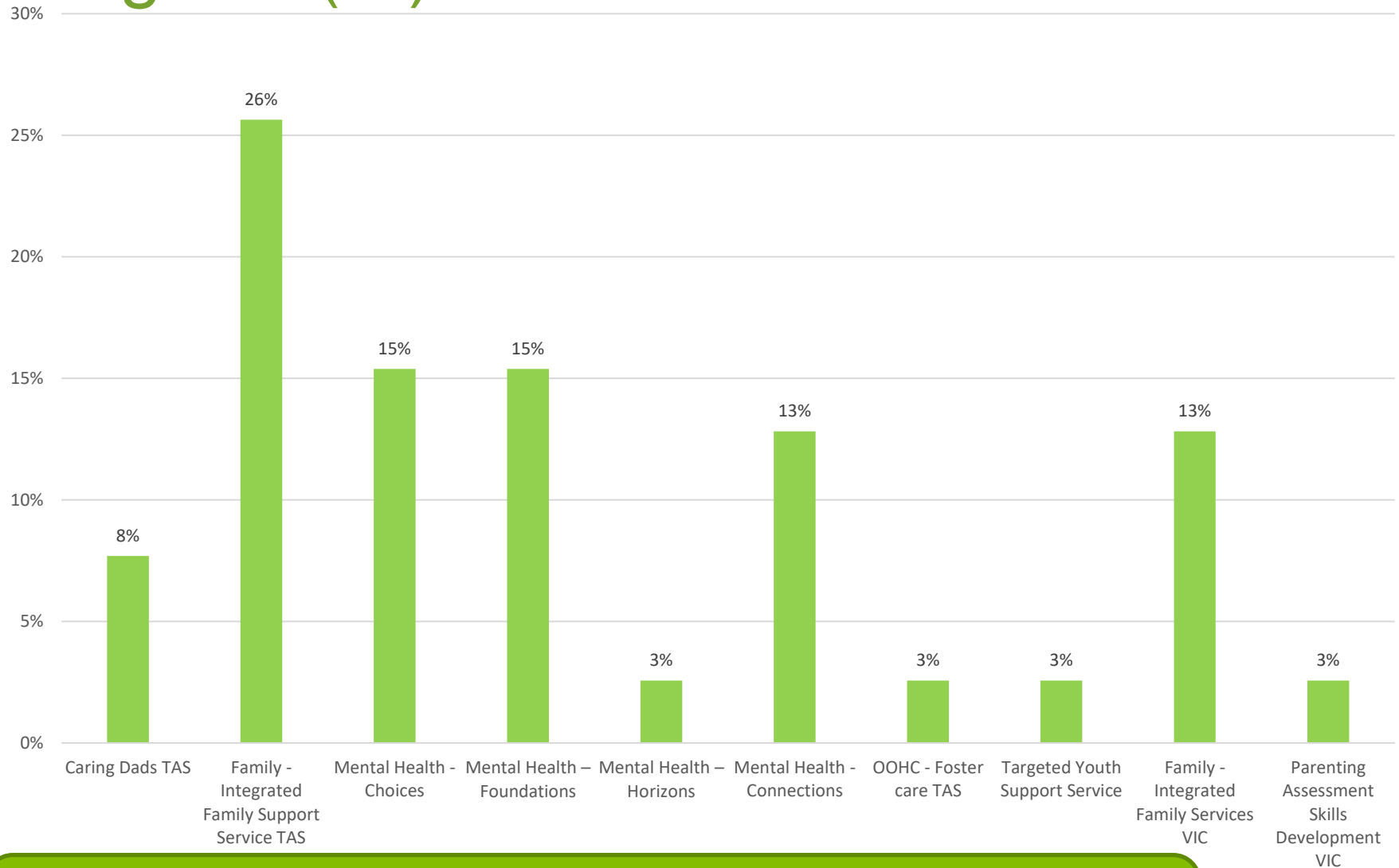
The majority of responses are from clients aged between 31 and 50 (68%)

Location (%) (n=39/39)



The distribution of survey response is highest in Tasmania (85%)

Program (%) (n=39/39)



The distribution of survey response is highest in the Mental health programs in Tasmania

Recommend service to friends or family (%) (n=18/39)

Program	Yes, definitely	Yes, I think so	Grand Total
Caring Dads	11%	0%	11%
Family - Integrated Family Services	28%	0%	28%
Family - Integrated Family Support Service	28%	6%	33%
Mental Health - My Connections	17%	6%	22%
Targeted Youth Support Service	6%	0%	6%
Grand Total	89%	11%	100%

89% of FACS clients would 'definitely' recommend the service to friends or family if they needed. 100% of clients felt positive about recommending Baptcare.

Satisfaction with amount of assistance/support (%) (n=19/39)

Program	I got a lot of assistance	Yes, Baptcare helped somewhat	Grand Total
Caring Dads Tas	11%	0%	11%
Family - Integrated Family Services Vic	17%	11%	28%
Family - Integrated Family Support Service Tas	33%	0%	33%
Mental Health - Connections Tas	22%	0%	22%
Targeted Youth Support Service Tas	6%	0%	6%
Grand Total	89%	11%	100%

100% of clients agreed they received the kind of service/support they expected from Baptcare

Service helped to improve situation (%) (n=19/39)

Program	Yes, Baptcare helped a great deal	Yes, Baptcare helped somewhat	Grand Total
Caring Dads Tas	11%	0%	11%
Family - Integrated Family Services Vic	16%	11%	26%
Family - Integrated Family Support Service Tas	32%	0%	32%
Mental Health – Foundations Tas	0%	5%	5%
Mental Health - Connections Tas	16%	5%	21%
Targeted Youth Support Service Tas	5%	0%	5%
Grand Total	79%	21%	100%

100% FACS clients reported that engaging with their service helped them 'a great deal' or "somewhat".

Overall satisfaction with service/support (%) (n=40/40)

Program	Mostly satisfied	Very satisfied	Grand Total
Caring Dads Tas	0%	11%	11%
Family - Integrated Family Services Vic	0%	26%	26%
Family - Integrated Family Support Service Tas	0%	32%	32%
Mental Health – Foundations Tas	5%	0%	5%
Mental Health - Connections Tas	0%	21%	21%
Targeted Youth Support Service Tas	0%	5%	5%
Grand Total	5%	95%	100%

Overall satisfaction rates of clients is excellent: 100% of clients were **very** or **mostly satisfied**. 95% of FACS clients rated the overall satisfaction of the service/support they received as 'very satisfied'.

Client Satisfaction Questionnaire

- CSQ is used to measure and assess client satisfaction with health and human services
- It is self administered, with data collected at the end of services
- Responses are based on a four-point or five-point scale
- All questions are positively worded, however the direction of response options span the range from very negative to very positive, and the numerical anchors are randomly reversed to minimise stereotypical responses
- Tool has been tested for reliability and validity – we have been using it as a reliable, comparable scoring tool for 11 years
- Overall score of satisfaction is not able to be produced in 2022

Overall rating of service attributes

Attribute	Total % (2022)	% shift from 2021
It was easy and straight forward to contact Baptcare	87%	2
Not much of a delay before receiving a service/support	82%	4
Given clear information about services	97%	9
I was listened to and given choices	92%	2
Human rights and dignity were respected by Baptcare	90%	1
My family's nationality and culture are respected by Baptcare	87%	-3
Baptcare made sure I understood my rights and responsibilities	97%	5
Personal information kept confidential	95%	6
Asked for consent to pass on personal information to another service	92%	4
I was told how to make a complaint about Baptcare	97%	15
I was told that if children or others were at risk, this information may be passed on to authorities	90%	-1
My needs were understood and respected	92%	4
Baptcare worker developed a plan to reach goals	85%	-3
I felt empowered to make choices and decisions based on my needs	92%	5
Offered information and help to access other services	92%	5

Best aspects of the services – Emotional Support

(verbatim client comments)

- *“I was listened to. But importantly I was well, which makes a world of difference in decision making. Thanks to (staff) who has a lovely disposition” (Choices)*
- *“All the people that worked there were polite and understanding”*
- *“Care coordinator kept me motivated and head strong. I felt always welcomed by support and cared for. Warm and welcome” (Mindset)*
- *“Having a safe environment where I can be unwell if I need to be. Just having support worker. Having worker got me where I am today”*
- *“Lovely, caring support worker”*
- *“They were kind, friendly and respectful”*
- *“I just wanted to say thank you so much! This whole assessment process has been so positive. Your very professional and thorough, yet relatable and down to earth approach has been so fantastic to experience. It has been great getting to know you and all that the Baptcare organisation represent. I absolutely cannot wait to resume caring for our beautiful children in out of home care. I look forward to welcoming a child into our hearts and our home as a very special member of our family”*

Best aspects of the services – Emotional Support

(verbatim client comments)

- *“Just wanted to say a massive thank you. My worker was and is absolutely amazing. I honestly felt as though we were real friends and I looked forward to every time I met with this amazing human. I am going to miss her very much so. Thank you guys all of you for being there for us peeps. I will always remember you guys. Xx” (Foundations)*
- *“By providing someone to listen and feedback on my thoughts. Helped me stay grounded”*
- *“(staff) was always some one to listen to my problem and worries and offer ideas on how to change them or what I could do instead” (IFSS)*
- *It has helped me by sending a lovely support person like (staff) who was amazing to work with. She was extremely helpful in coming up with ideas and ways I could improve my daughters eating habits. What I appreciated the most was having her there to listen to all my concerns without any judgement. Very caring and compassionate. Thank you! (IFS)*
- *By providing someone to listen and feedback on my thoughts. Helped me stay grounded”*

Best aspects of the services – Emotional Support

(verbatim client comments)

- *“Yes, (staff) was amazing helping our son and also took the time to help is. (staff) is very professional, helpful. Thank you”* (Choices)
- *“Emotional support; a listening ear I felt heard and respected and validated! (staff) was just the most amazing person and one of the kindest, most caring, supportive and amazing person I've ever met. I miss her so very much!”* (Choices)
- *“The support, stability and comfort was amazing. I wouldn't be in such a great place now if it wasn't for the amazing work of the team at Baptcare”* (Choices)
- *“Apart from the support given to my grandson, I myself have been supported too. X and X in particular have been a constant presence in my life and the experiences I have gone through. They took a holistic approach in dealing with my grandson, I cant express enough on how very professional and caring they have been”*

Best aspects of the services – Emotional Support

(verbatim client comments)

- *“(staff) would be a cool friend to have” (IFS)*
- *“I would like to express my gratitude for providing my 3 kids and me, the understanding, emotional support, your time and the financial assistance. All I can say is that (staff) has helped my children to reunite with each other and with myself. We have been through a lot over the past year and we had been dealing with very strong emotions... (staff) as a professional has been able to understand my situation and has been able to advocate for me to child protection as they had misidentified me as a perpetrator. He has been a pillar of strength and an answer to my prayers. I stand strong in my faith as a Christian and I believe worker was God sent. He has saved and enhanced our bonding as a family.” (FPRR)*
- *“Thanking you for your care and understanding. Forever indebted” (FPRR)*

Best aspects of the services – Practical Support

(verbatim client comments)

- *“I was well supported by (staff) with understanding, encouragement and friendships. I am very thankful for your generosity in purchasing garden supplies and for beginning a new life skill in gardening . I have my 2nd year of veggies growing and love the whole process. I'm also very thankful for the skil hire as this enabled me to declutter our home”* (Foundations)
- *“Being able to talk through problems and come up with a solve on a walk”*
- *“Were able to extend support due to my situation and orders being in place”*
- *“It has changed my whole look at my parenting”*
- *“Help with behaviour of my kids. How to be a good parent towards them. Help with routines get them on track”*

Best aspects of the services – Practical Support

(verbatim client comments)

- *“Helped me become a better father for my daughter”*
- *“A lot of ways, The kids development has improved. Our parenting skills have improved”*
- *“Baptcare's staff member helped greatly improve our ability to parent together competently as navigagted some very comples and distressing issues with our two teenage kids. Staff member was incredibly helpful - more so than any other professional from whom we sought help (and there have been many of several years). Staff member took from crisis to healing, and enabled our family to become warm and helpful”*
- *“Baptcare helped me live my life again while being supported by services that were relevant and appreciated”*

Best aspects of the services – Practical Support (verbatim client comments)

- *“Regular visits have helped my isolation”*
- *“I was assisted with my medication needs and they helped my socially”*
- *“Yes, they have helped made my daughter happy”*
- *“Baptcare was very helpful”*
- *“Provided lots of support”*
- *“Great service help for my son”*
- *“It has helped me understand so much about parenting that I never knew before or would of thought about I have no doubt that it has made me a better farther then I could of done without the help they have given me”*
- *“Gave me a place to stay when I had no where else to go. (staff) was awesome” (Choices)*

Best aspects of the services – Practical Support

(verbatim client comments)

- *“Provided short term accommodation after leaving hospital. Set me up with a housing worker which found me a place to call home. Also, provided me with anything I might need, i.e. phone and home items”* (Choices)
- *“Helped me with creativity and mental health issues”* (Foundations)
- *“Helped me get a routine in place”* (IFSS)
- *“Good services, legally. This program is helpful. Communication and participation good. Outings have been good to support mental health. Helping with language/culture. Help to communicate with other organisations”* (Horizons)

Best aspects of the services – Practical Support

(verbatim client comments)

- *“Referral process was good, with a fast turn around. I was kept up to date on the progress of the referral including confirmation that it had been received.” (HomeStart)*
- *“(staff) is very professional in his approach and he has role played with my children and it has improved their relationships with each other. He introduced me to a few managing strategies that has set very good boundaries for my children. It has aided in improving their behaviour. He has the expertise to foresee things and his perspective has helped me prepare myself and to be cautious. He has even accompanied me to the police station and I felt safe.” (FPRR)*

Best aspects of the services – Practical Support (verbatim client comments)

- *“To see how the violence towards me from my ex-husband is his choice. He chose to that. I had feelings I should hav stopped, I should have done this and that but see he chose. My boundaries protect them. Why anger is coming because my values crossed and not respected. All has been great. (Worker) if fantastic, easy and firm and really gives my great tools for life” (+ WAVES)*
- *“I have enjoyed X to work with me and the kids. She has helped in ways with my kids with school and with all the meetings she put together. I am very sorry X had to close with me. I love her a mother to another mother” (IFS)*
- *“Financial support; helped me with the most amazing gifts for my daughter that were practical and loved. Helped me actually get things I needed that I couldn't afford which made me feel better about myself and that I would not have done without your support. Food I couldn't afford. Went above and beyond to help me have a safer environment for my daughter. Helped me feel like I could actually do things for myself” (Choices)*

Best aspects of the services – Practical Support

(verbatim client comments)

- *"I also had attended the positive shift program with [worker] and she was great. Its a pity she left. You have some great people working in your team and I will forever be indebted. We are looking forward to meeting the counsellor. (+SHIFT)*
- *"Your visit has perked me up and I wholeheartedly am so grateful for you coming into our home (staff) to help me make a difference for my kids. Literally tears right now. Have a beautiful day. I had a pleasant first session with you. Someone to vent too even though that's not what you are paid for that is what I appreciate above everything else. (FPRR)*
- *"You have made such a huge impact on my life and too [daughter] as well. You are an exceptional counsellor and I have learnt so much in our sessions. I hope you continue your career in counselling as you are very good at it and you may not realise the impact you make on other peoples lives and how positive it is to others".*
(+WAVES)

Best aspects of the services – Practical Support

(verbatim client comments)

- *“I thought (staff) will be there to help me with some strategies on how to raise an emotionally intelligent child which she did (I have lots of reading material and will be doing a parenting course too) However she turned out to be a lot more than that She listened to me as a friend, was compassionate and understanding and could see that my safety was threatened and that I was not ok. This was all true. She is such a wonderful strong woman I am great full I met her I told her she has to invite me to her wedding in India as I always wanted to go She told me will see :) I wanted to personally thank you for the funding you approved for me as it made a huge difference and thank (staff) for all her great work She is such an asset to your organisation” (IFS)*

Best aspects of the services – Service linkage

(verbatim client comments)

- *“Weekly face to face appointments at my house, sometimes school. Linking me with other services. Advocating my needs to school management. Empowering me to make changes and seek assistance where needed.”*
- *“My worker did my NDIS application after being rejected and now I have the supports through the NDIS to assist me to move forward in my life”*
(Connections)
- *“Help to communicate with other organisations”* (Horizons)
- *“Navigate and learn about supports; Which I didn't either know about or didn't have the confidence to do on my own”* (Choices)

Areas for improvement

- **More workers = more time with clients:** Several respondents suggested Baptistcare needs more workers and to spend more time with clients
- **Choices service time:** providing after hour supports, more staff to manage complex residents living together, longer program service time

Areas for improvement (verbatim client comments)

- *“Just continue the comfortable 'equal' relationships with clients”*
 - *“More talking through things alone and on a daily basis. Help with managing medication”*
 - *“I would like more flexible accommodation options like boarding style. Longer support”*
(Choices)
 - *“Needs more workers for a difficult group of people. There are some very strong issues and residents that take a lot of time where others are left going without. Maybe night carer for late night check”* (Choices)
 - *“Get more understanding people to work for Baptcare”*
 - *“I wouldn't change a thing! I am very grateful for all you have done to support me over some difficult times in my life. (staff) was amazing with me and represented your ethic superbly in her kindness, practical support and always encouraging. Thank you for the phone too.”* (Foundations)
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Areas for improvement (verbatim client comments)

- *“More updates”*
 - *“Advertise more so more other parents know about the service”*
 - *“More time”*
 - *“There are some understandable compliance and regulatory barriers to Baptcare working with the whole family. Kids, teens, adults. Consideration of the right and privacy of each person constrains the ability to guide the family together as a whole. Some policy advocacy in this area might be useful”*
 - *“We like it the way it is”*
 - *“More workers”*
 - *“If groups have small numbers so it feels compatible for me to join would be great*
 - *After doing the health care section feel like your health book could be updated to add something about Covid and what to do for your child”*
 - *“Can't think of anything”*
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Areas for improvement (verbatim client comments)

- “[Do] Fun thing although that is beyond your control”
- “Honestly absolutely nothing. Extremely happy with the program. We are very lucky to have a program like this available to us! A big thank you.”
- “It's perfect the way it is.”
- “More workers”
- “More time to work individually with parents”
- “I'm not sure, I wasn't there long enough” (Choices)
- “Just more support for longer” (Choices)
- “Support letter for (client) would be helpful when presenting evidence to services like Centrelink and other services. Support for going to appointments, doing applications and housework etc” (Horizons)
- “I would love a follow up with (worker) say a month later, then 3 months and 6 months. I feel keep me on track to apply learning and keep applying so not forget if follow ups.” (Positive WAVES)
- “Nothing - it was spot on. Thank you so much!” (Choices)

Summary – Where to From Here

- Celebrate the overwhelmingly positive feedback received
- **Client Voice:** consider client request for more time with workers
- **Client Voice:** consider improvements possible to program limitations
- **Client Voice:** what make service/workers special?
- Continue to use system
- Address survey under-use in Victoria
- Consider opportunity to review FACS measurement of client satisfaction
- Review orphaned database and provide sustainable solution