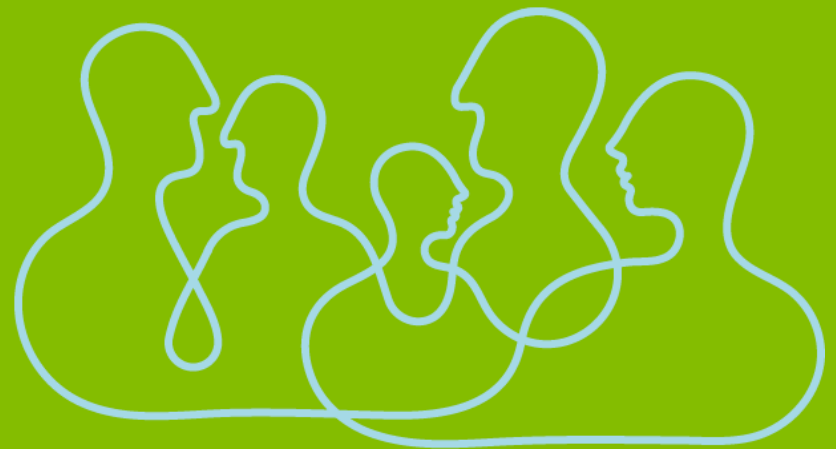


Baptcare

Family & Community Services
Client Feedback Results
Victoria and Tasmania

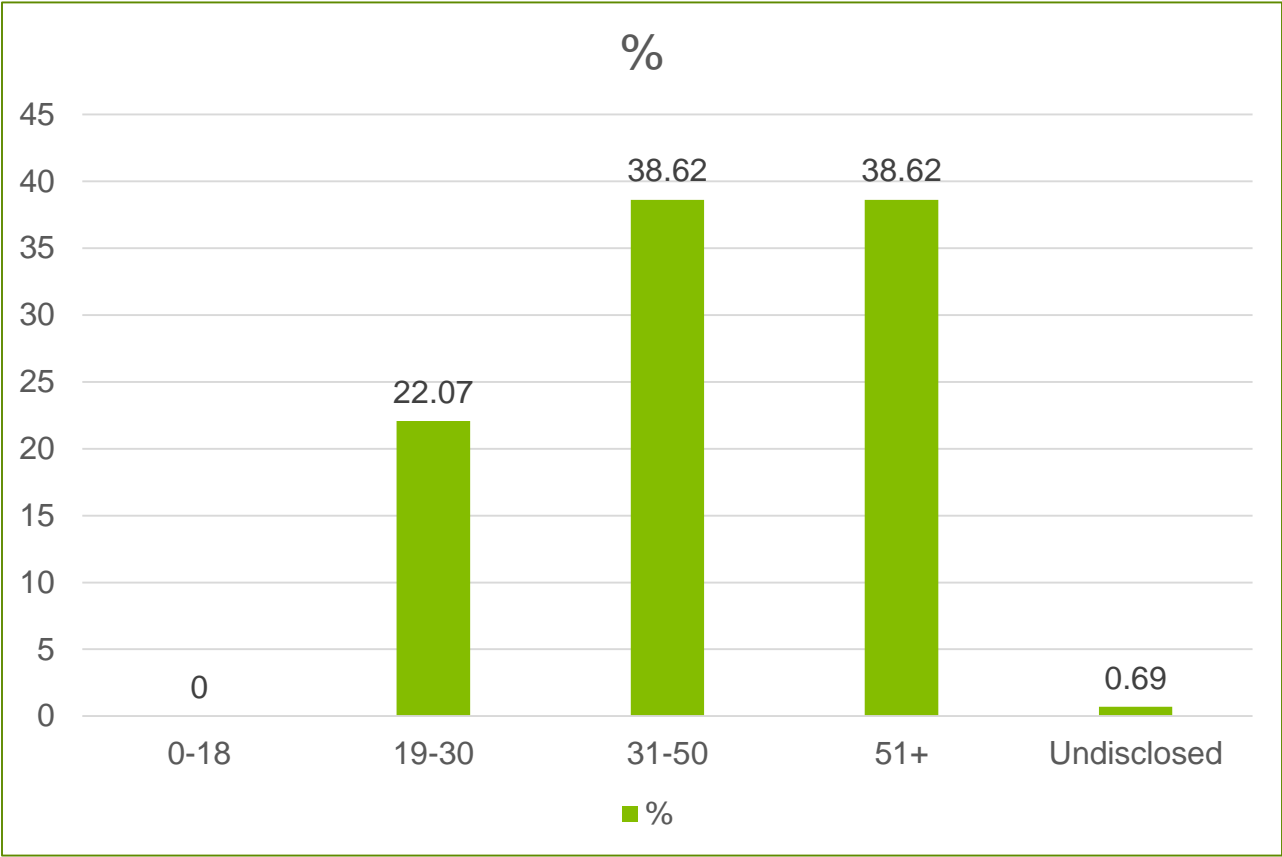
December 2019



Survey overview

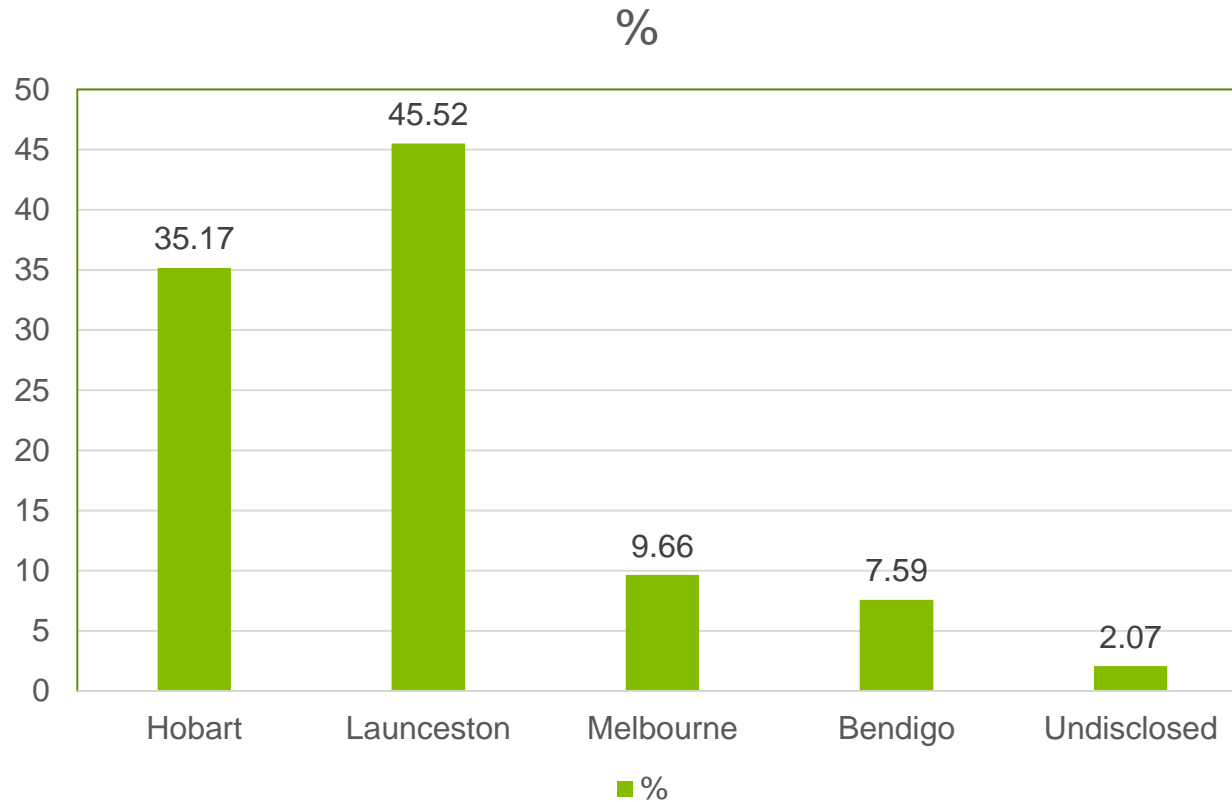
- The sample consists of clients who have engaged in a Family & Community Services program in Tasmania from January 2019–December 2019
- 145 surveys have been returned in total
- Data is collected via a paper-based survey
- All results are expressed as a % and based off the total sample unless otherwise specified

Age (%)



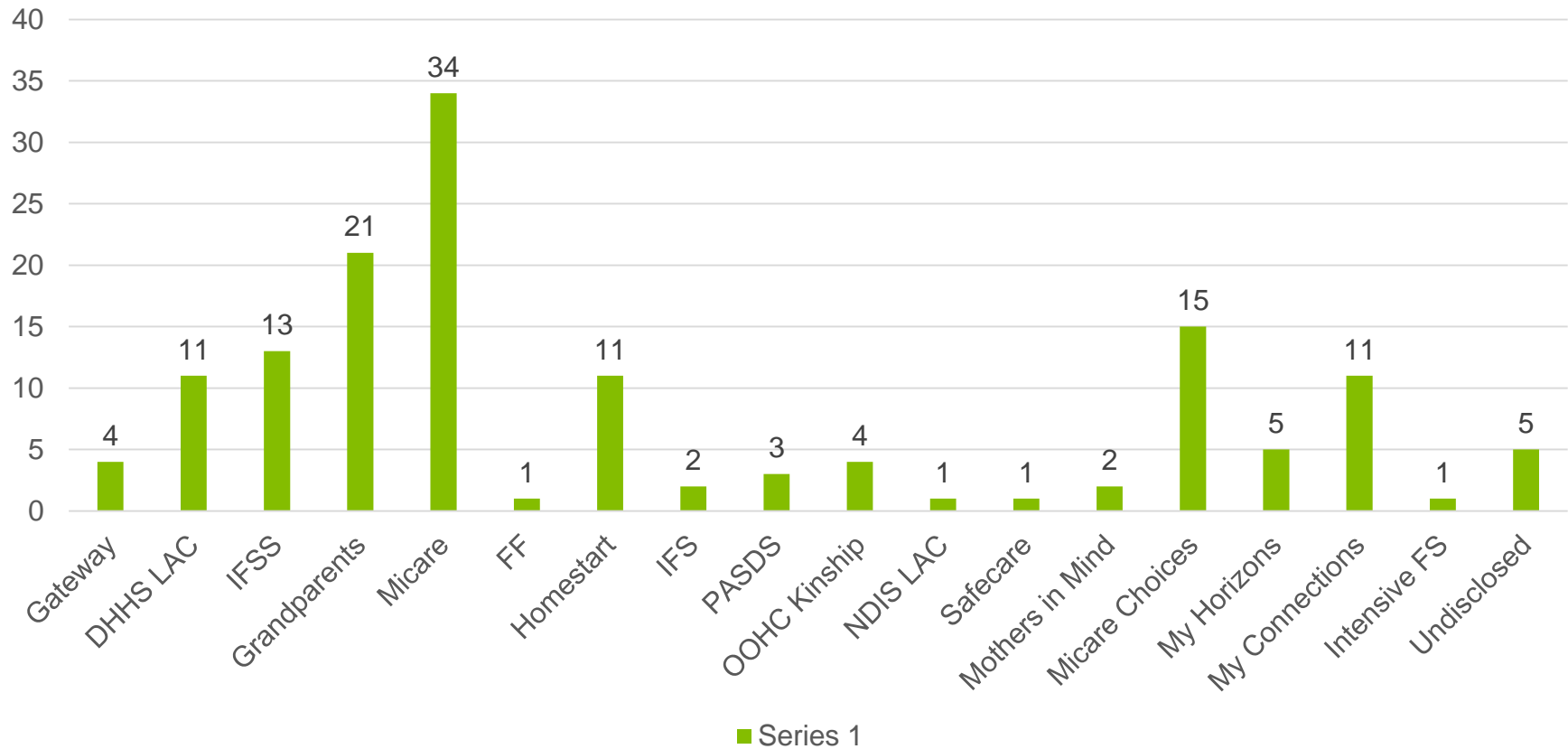
The majority of responses are from clients aged 31 and over

Location (n)



The distribution of survey response is highest in the Northern and Southern regions of Tasmania

Program (n)

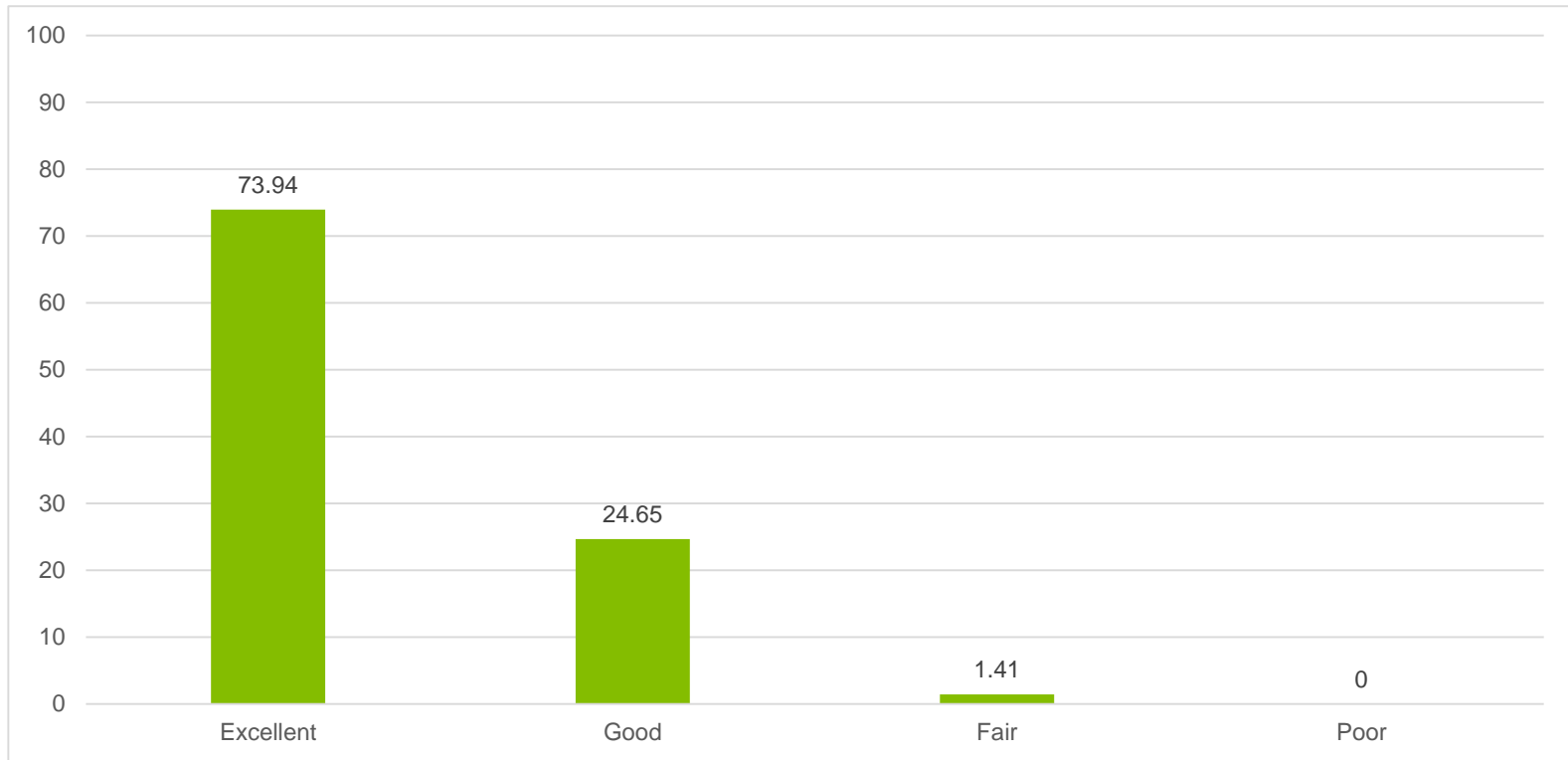


The distribution of survey response is highest in the Mental health programs in Tasmania

Client Satisfaction Questionnaire

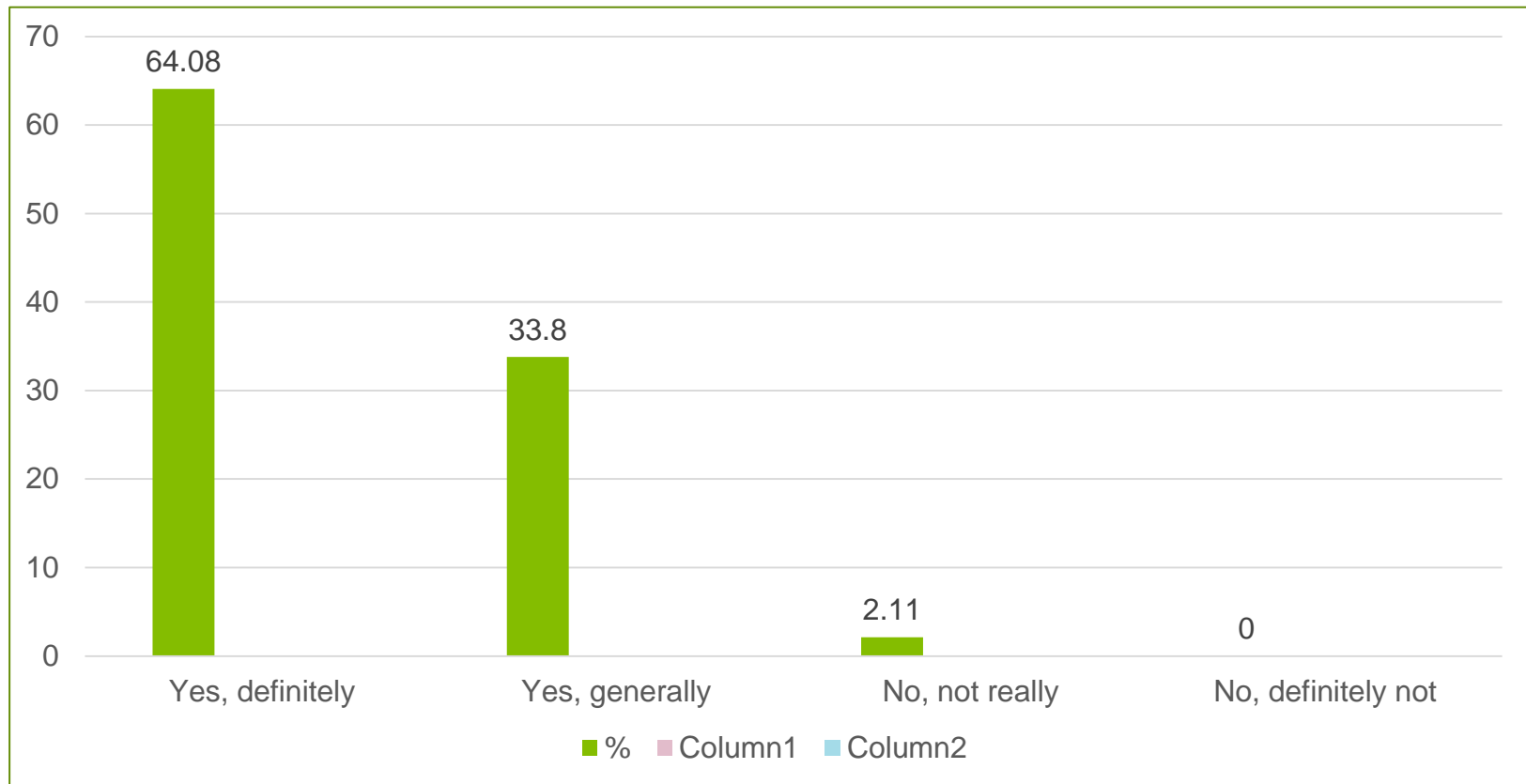
- CSQ is used to measure and assess client satisfaction with health and human services
- It is self administered, with data collected at the end of services
- Responses are based on a four-point or five-point scale
- All questions are positively worded, however the direction of response options span 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
- Overall score of satisfaction is produced (see slide 12)

Quality of service/support (%)



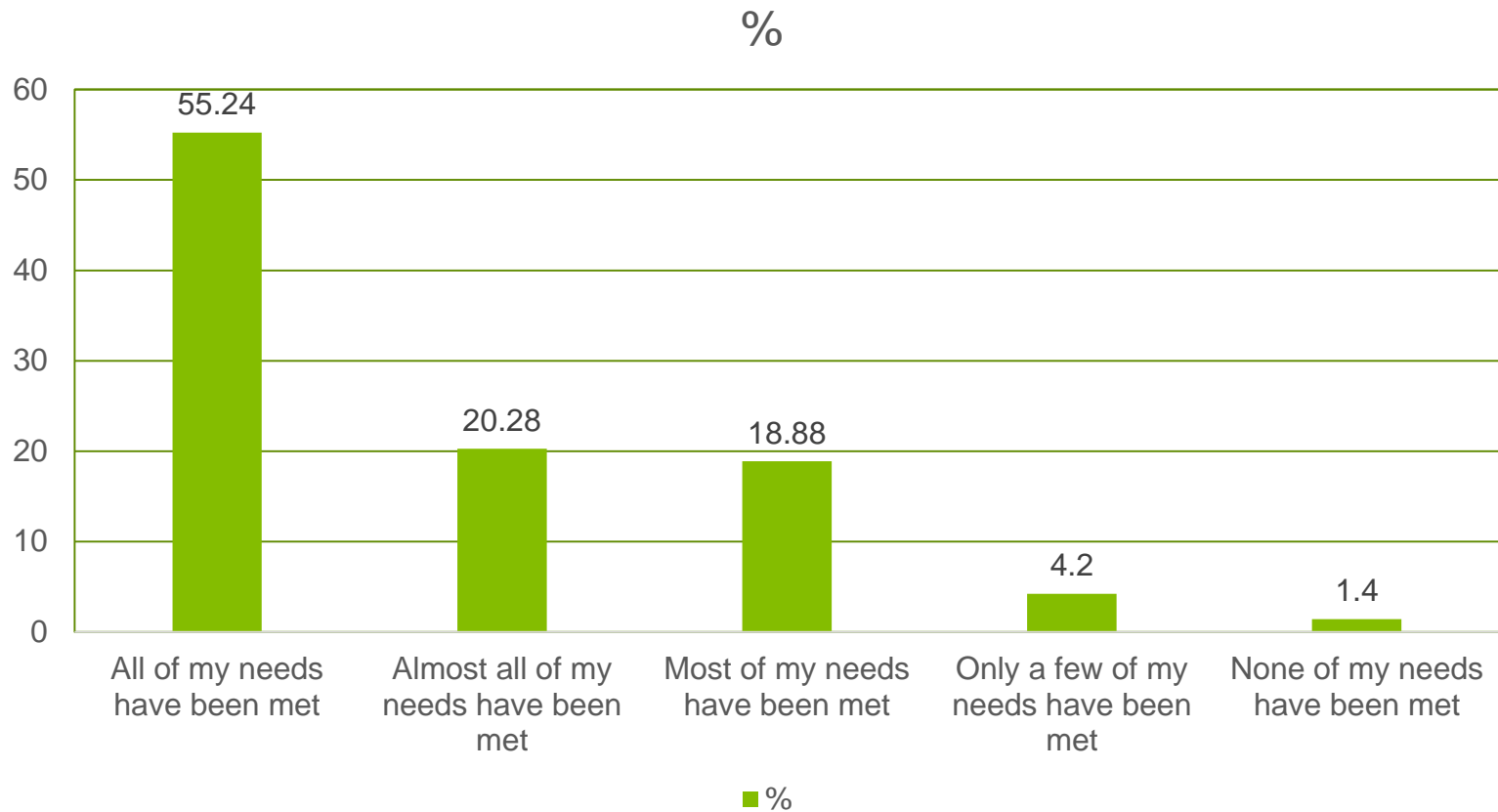
98.59% of FACS clients rated the quality of the service/support they received as 'good' or 'excellent'

Received expected service/support (%)



97.88% of clients 'definitely' or 'generally' received the kind of service/support they expected from Baptcare

Extent service/support met needs (%)



94.4% of FACS clients had 'all', 'almost all' or 'most' of their needs met.

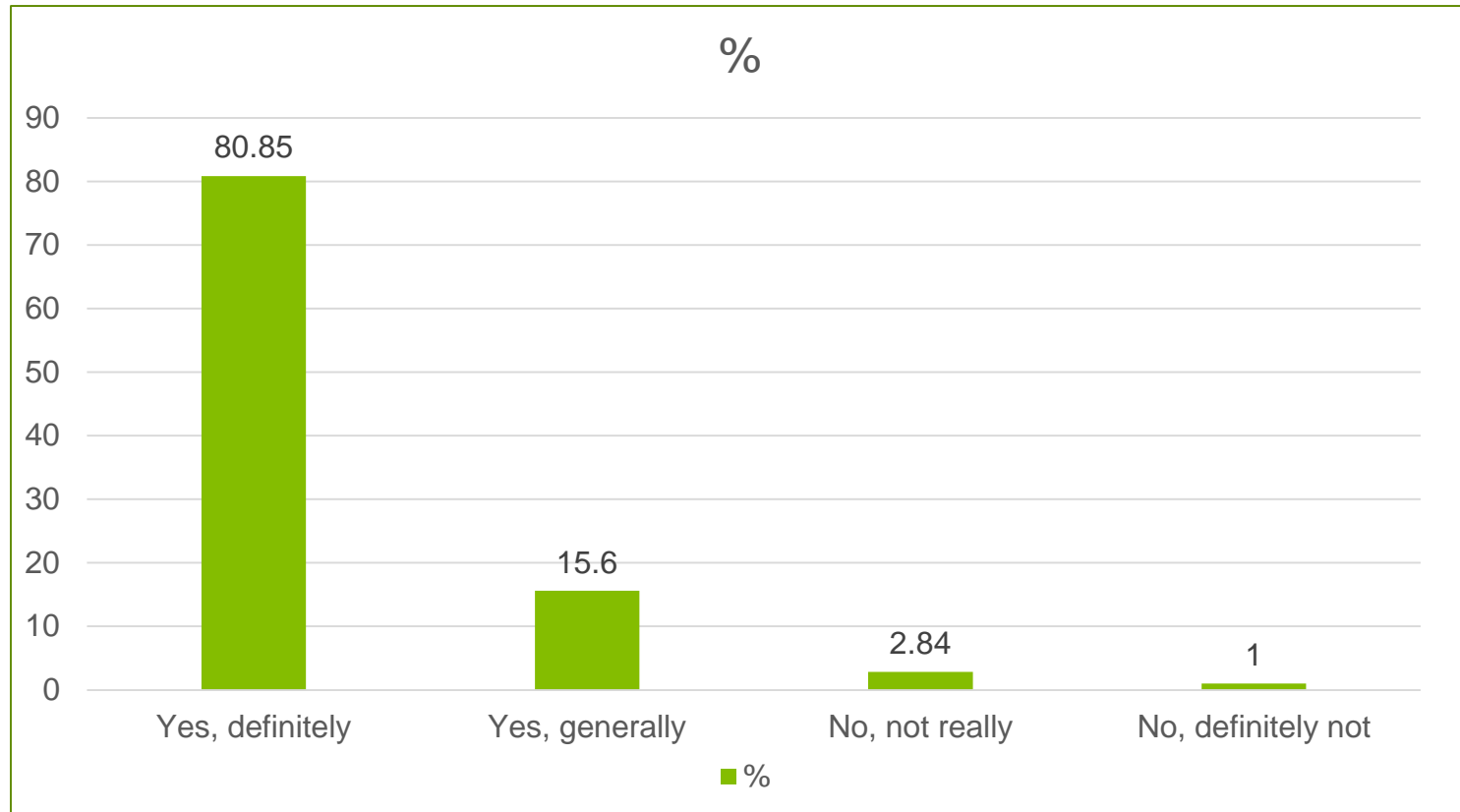
Reasons the service did not meet needs

- **Support needed was outside the scope of the program** (eg: *physical house repairs, babysitting services, “Life is very complicated. I don’t expect Baptcare to solve my problems but it is good having folk walk with me”, “Not due to the service, due to change in circumstances and time constraints”*)
- **Limits to service length / service cessation** (eg: *“I thought it was a bit rough getting kicked out after 3 months”, “Continuation of support program”*)
- **Early on in service period / program delivery** (eg: *“Early days - unsure of response required”, “It’s a new program, too soon to evaluate”*)
- **Goals not yet met** (eg: *“More work needed around child’s sleep”, “Still in progress”*)
- **Problems with external services** (eg: *“Still waiting on support from catholic care”, “all help has fallen through (respite, mentoring) - NOT Baptcare”*)

Reasons the service did not meet needs

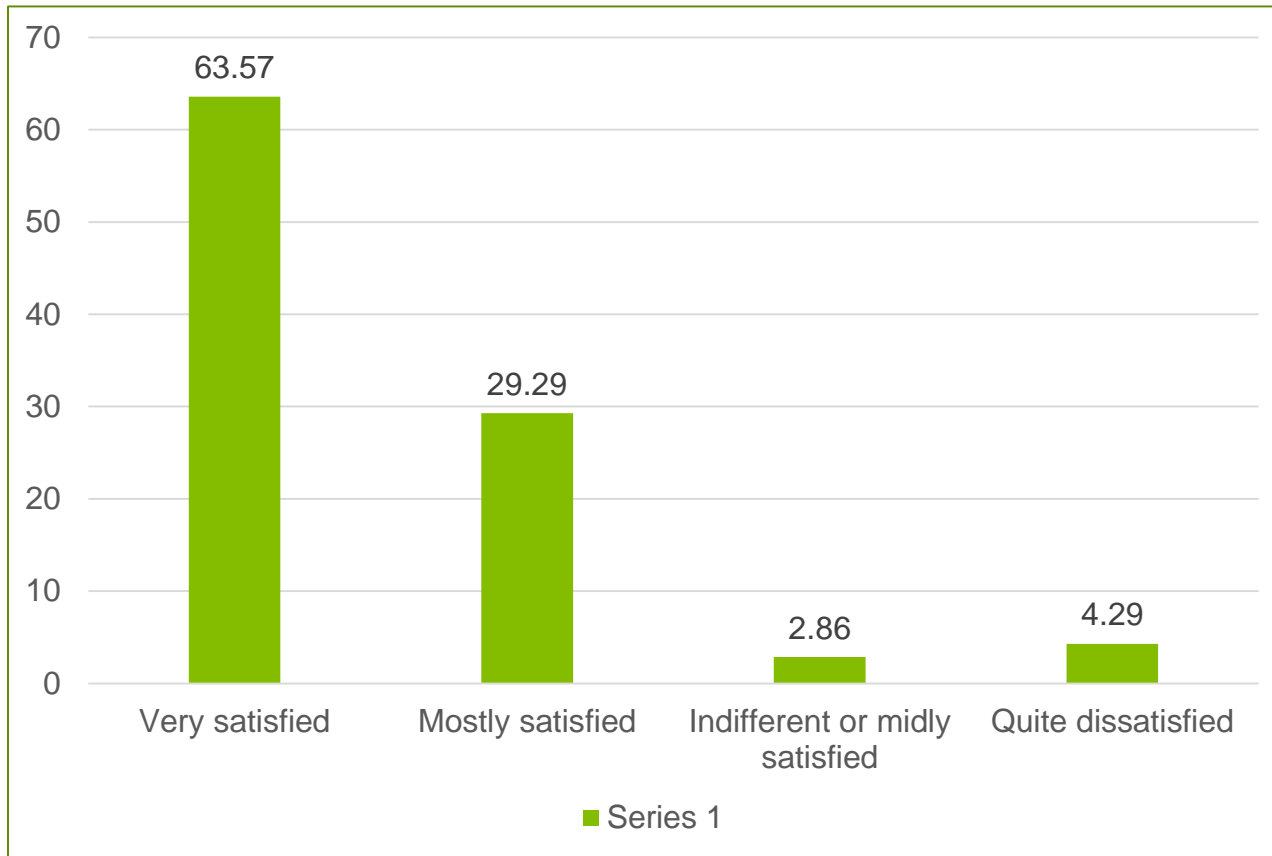
- **Wait time between referral and service delivery:** (eg: *“It was a long time between referral and commencing service (maybe 5 months or so). It would have been helpful to start sooner”*)
- **Unhappy with service delivery:** (eg: *“Needed respite however went to step up, stepdown which was a bad experience”*)
- **Unhappy with number of contacts with worker:** (eg: *“only see every 12 months”, “Require small group activities on regular basis”, “Would have liked more staff present “*)
- **Unhappy with worker** (eg: *“There wasn’t always follow through with plans”*)

Recommend service to friends or family (%)



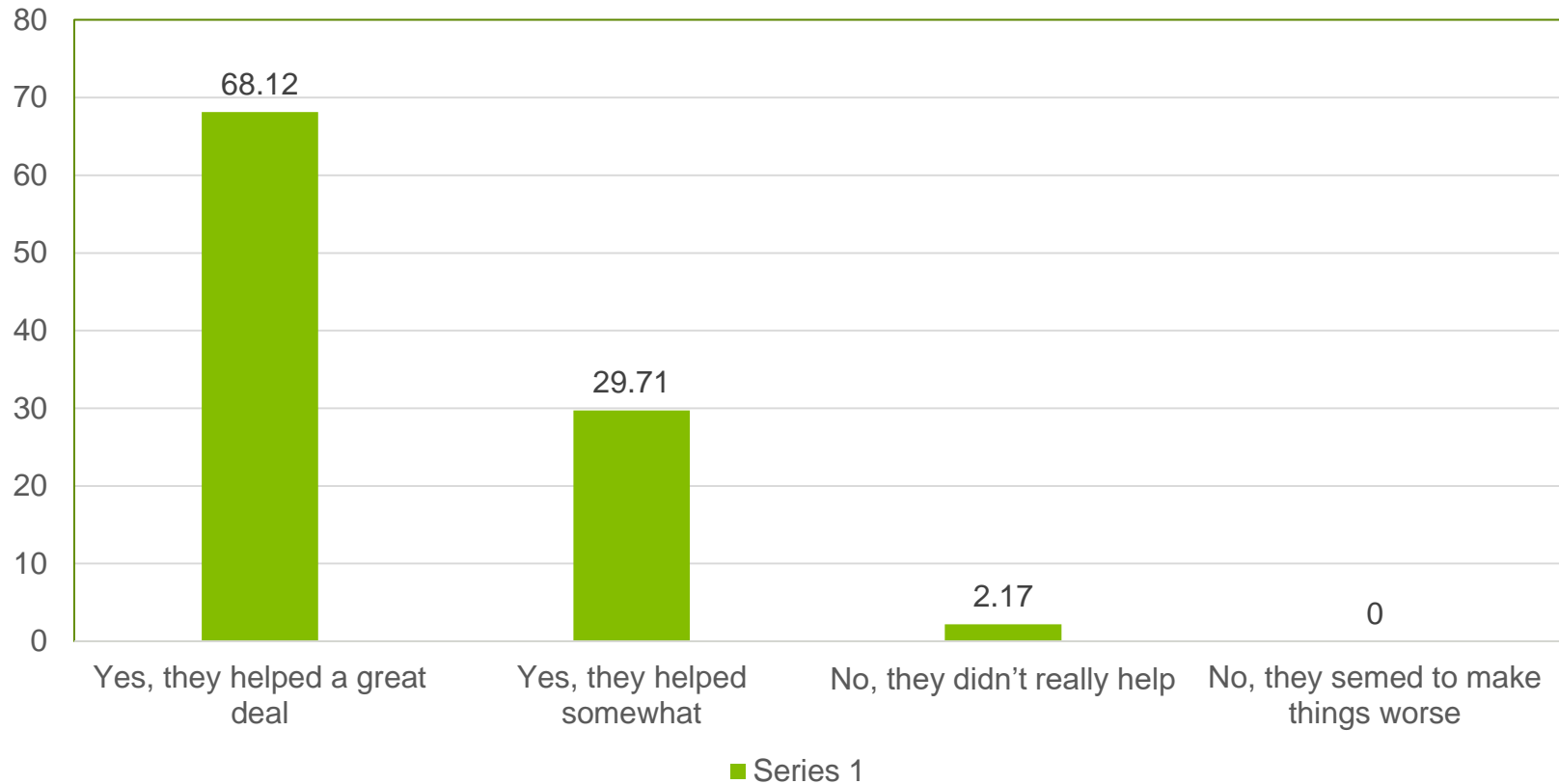
Over 80% of FACS clients would 'definitely' recommend their service to friends or family if they needed.

Satisfaction with amount of assistance/support (%)



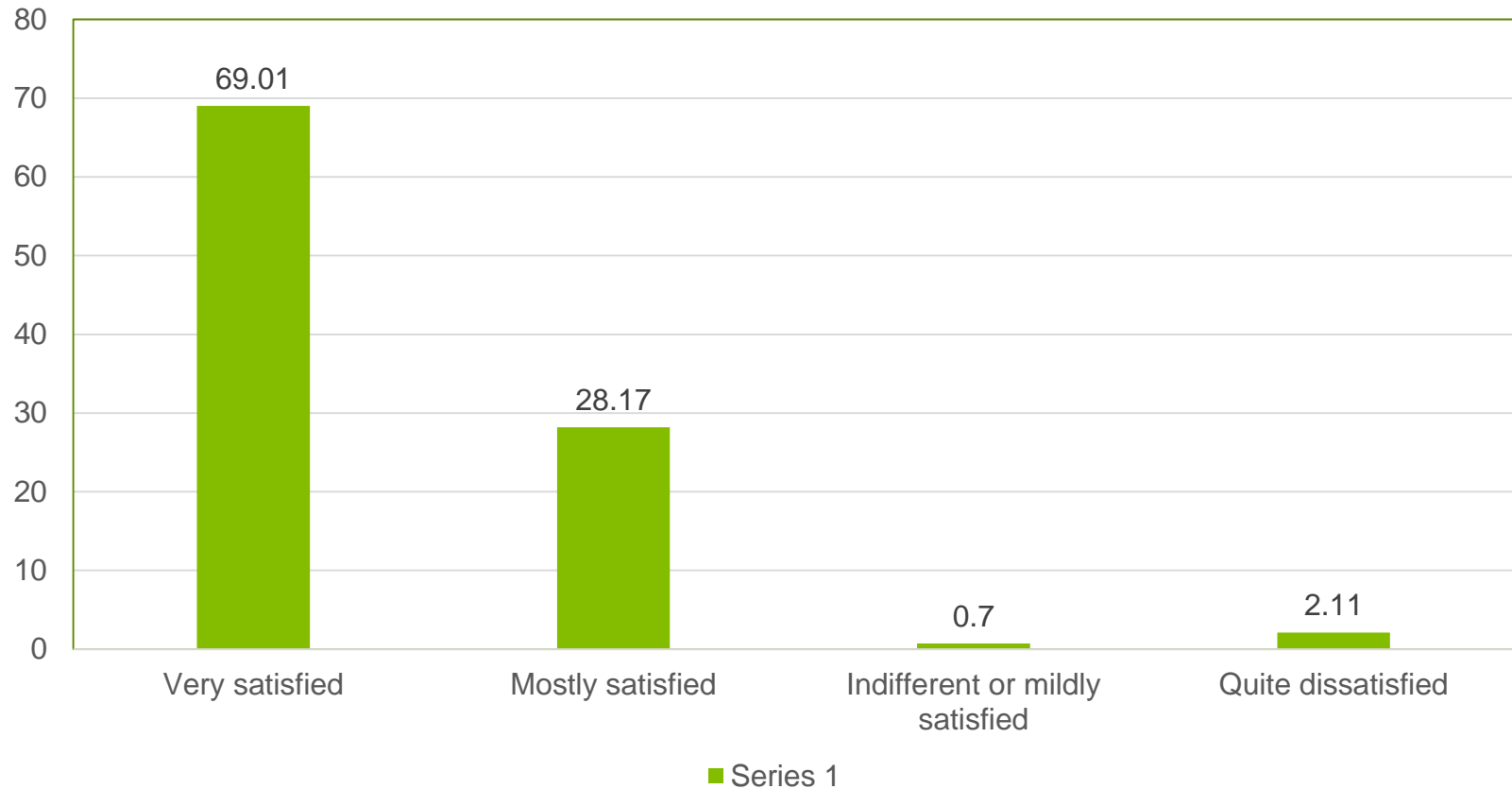
Satisfaction with the amount of assistance/support received remains very high (92.86% were 'very' or 'mostly' satisfied).

Service helped to improve situation (%)



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

Overall satisfaction with service/support (%)



Overall, over 97% of FACS clients were 'very' or 'mostly' satisfied with the service/support they received.

Client Satisfaction Score

- Up to 2014 the CSQ score was 88/100
- In 2015 the CSQ score was 89/100
- In 2016 the CSQ score was 90/100
- In 2017 the CSQ score remains at 90/100
- In 2018 the CSQ score was 88/100
- In 2019 the CSQ score was 87/100

Overall rating of service attributes (% strongly agree/agree)

Attribute	Total % (2019)	% shift from 2018
My human rights and dignity were respected by Baptcare	99	+1
I was told my personal information would be kept confidential	98	+2
I was asked for consent to pass on personal information to another service	94	-3
My needs were understood and respected by Baptcare	95	-1
I was listened to and given choices	92	-5
Baptcare made sure I understood my rights and responsibilities	96	+2
It was easy and straightforward to contact Baptcare	87	-9
I was given clear information about services available	89	-5
I felt empowered to make choices and decisions based on my needs	88	-4
My Baptcare worker developed a plan for me to reach my goals	89	-3
I was offered information and help to access other services	89	-7
There was not much of a delay before I started to receive my service	84	-5
I was told if children or others were at risk this info may be passed on to authorities	85	-3
I was told how to make a complaint about Baptcare	85	-1

Best aspects of the services - Workers

- *'Jason - he was courteous and helped me meet my goals.'*
- *'Margaret is a very relational person that listens well and is quick to respond to enquiries.'*
- *'Meeting Bunty! What a lovely, caring, supportive lady. I felt in good hands!'*
- *'Bunty was amazing, she supported me and gave me hope. Saki and Andrew were supportive.'*
- *'My baptcare worker was amazing and understanding in all aspects of the process and my needs from start of agreement.'*
- *'Made to feel welcome from day 1. Tiff and Helen are both fantastic.'*
- *'My case worker is friendly and easy to talk to'*
- *'Margaret Egan you should clone her, she is fantastic'*

Best aspects of the services - Communication

- *'Friendly and easy to talk to.'*
- *'The communication and availability to talk when needed.'*
- *'Constant contact and follow ups. Lots of information.'*
- *'She kept in regular contact with me and was always professional, down to earth and easy to talk to. Thank you Bunty.'*
- *'Explained things well and was always only a phone call away. Thank you Rob.'*

Best aspects of the services – Achieving goals

- *‘goal setting and approach to attaining goals’*
- *‘Knowing that I could have a good future if I worked on my goals. Having hope. Working with my husband (carer) as well to help me stay supported and achieve goals.’*
- *‘Achieving my goals’*
- *‘Got me motivated’*
- *‘I’ve been listened to well and getting some good ideas about how I can reach my goals and get involved more in the community’*

Best aspects of the services – Social support

- *'The one to one time spent'*
- *'Saki took us on outings which was what I needed. Thank you.'*
- *'Increased our support network'*
- *'The friendships and support of other grandparents who also are raising their grandchildren'*
- *'Speaking and being with others who are in the same position as I am'*
- *'Group support'*
- *'Building a relationship with volunteer for parent and child'*
- *'Best networking with other mums'*

Best aspects of the services – Practical support

- *‘transport and appointments support’*
- *‘the great assistance I received in getting set up in my new accommodation’*
- *‘Help finding a rental’*
- *‘Louise helped prepare a cleaning service to come to my home - to help me become more organised due to the overwhelming pressures that were restricting me in tidying and organising my home.’*
- *‘I received a lot of good advice and help to get appointments and commitments that I could not get to myself’*
- *‘Easy access to the city and appointments, activities etc.’*

Best aspects of the services – Empowerment

- *‘Helps with self esteem, support to make informed decisions and connectedness’*
- *‘I was not judged even through I was embarrassed by my situation. ‘*
- *‘Helping me to choose good choices and direction in life and how to find more inner peace’*
- *‘The services I have been given access to have been life changing, my life has been truly and greatly improved. Thank you’*
- *‘Feeling respected and understood despite my past and present situation’*

Best aspects of the services – Other

- *‘The staff were extremely friendly and understanding which made my time at Bapcare a lot cruisey’*
- *‘Karingal house is a good stepping stone. Gives you a chance to get ur shit together for three months. Support staff were fantastic’*
- *‘The overall support which includes communication, understanding, respect and quality of the service provided. We will be forever grateful for the change it made to our lives’*
- *‘It is a great relief and a chance to talk to someone and share our things, especially for my little kid.’*
- *‘Very friendly and they cater to everyones needs’*
- *‘The young lady was very patient and understanding and tried to be helpful within her limited allowed range or capacity of services offered’*

Areas for improvement

- Increased service delivery time and increased contact hours with workers, more staff
- Improved exit planning, increased security and 24hr support from Karingal
- SMS reminder service for appointments / meetings etc.
- A directory of information for particular service sectors: e.g. Grandparents, Mental health
- Client satisfaction surveys not to be provided to new clients – irrelevant – improve processes around providing surveys at closure

Summary

- Baptcare attributes were rated consistently high across most measures
 - **6 out of 14** attributes scored 90%+
 - During 2019 there has been a positive % point increase across 3 attributes
 - The biggest % point increase relates to the Baptcare worker providing information about confidentiality (+2%) and rights and responsibilities (+2%)
 - The **lowest** rating attribute scored 84%
- The top 4 highest rated attributes from 2019:
 - My human rights and dignity were respected by Baptcare (99%)
 - I was told that my personal information would be kept confidential (98%)
 - Baptcare made sure I understood my rights and responsibilities (96%)
 - My needs were understood and respected (95%)

Summary

- Scope for continual improvement in the areas of:
 - Informing clients on how to make a complaint about Baptcare
 - Informing clients that if children or others were at risk the information would be passed on to authorities
 - Delays before a client starts to receive their service
 - Ensuring clients are encouraged to complete client satisfaction surveys at the end of service delivery to avoid having to conduct “blitz” data collection