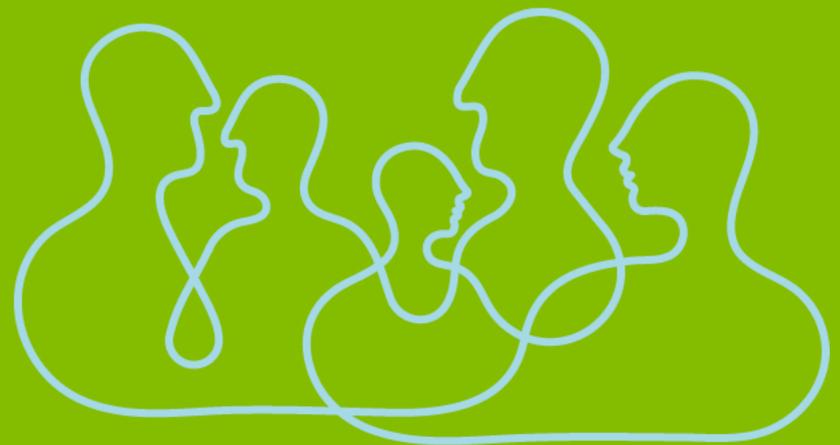


# Baptcare

Family & Community Services  
Client Feedback Results  
Victoria and Tasmania

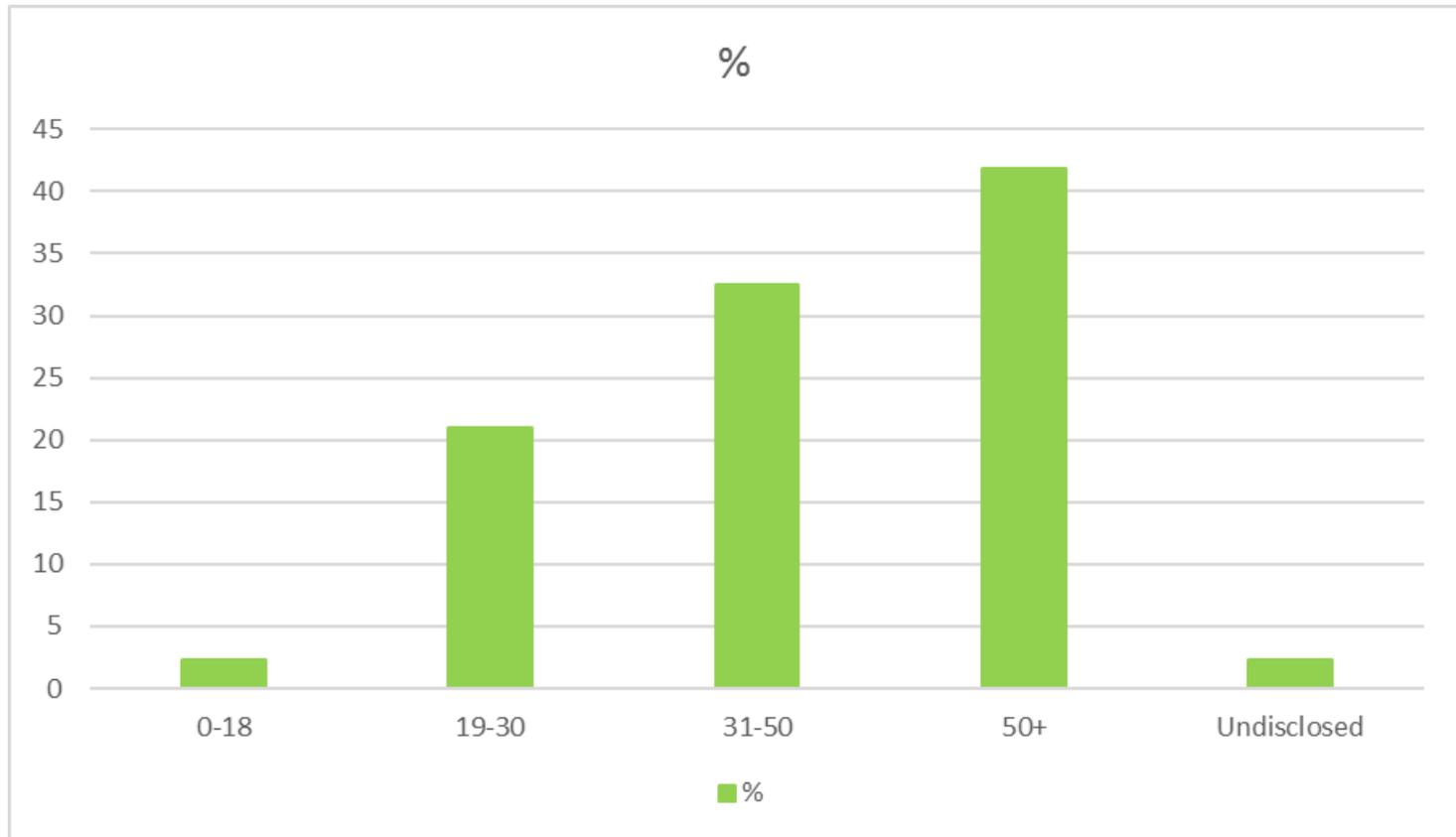
December 2020



# Survey overview

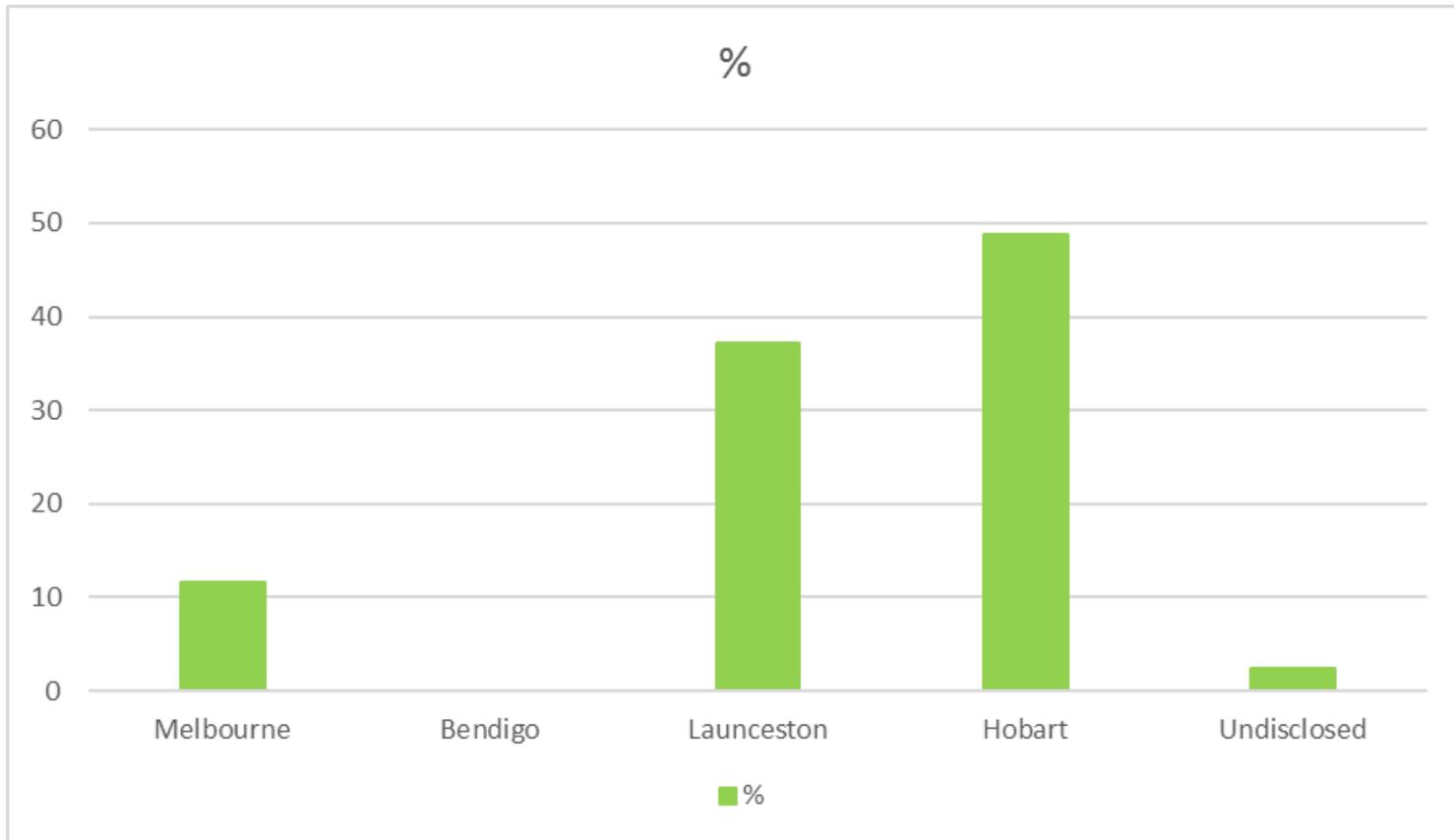
- The sample consists of clients who have engaged in a Family & Community Services program in Tasmania and Victoria from January 2020– December 2020
- 61 surveys have been returned in total (43 client feedback, 9 My Horizons Fundamentals feedback, 4 Health Literacy and 5 FACS feedback).
- My Horizons Fundamentals, Health Literacy and FACS feedback are excluded from the data analysis until the qualitative section of this report.
- Data is collected via a paper-based survey
- All results are expressed as a % and based off the total sample unless otherwise specified

# Age (%)



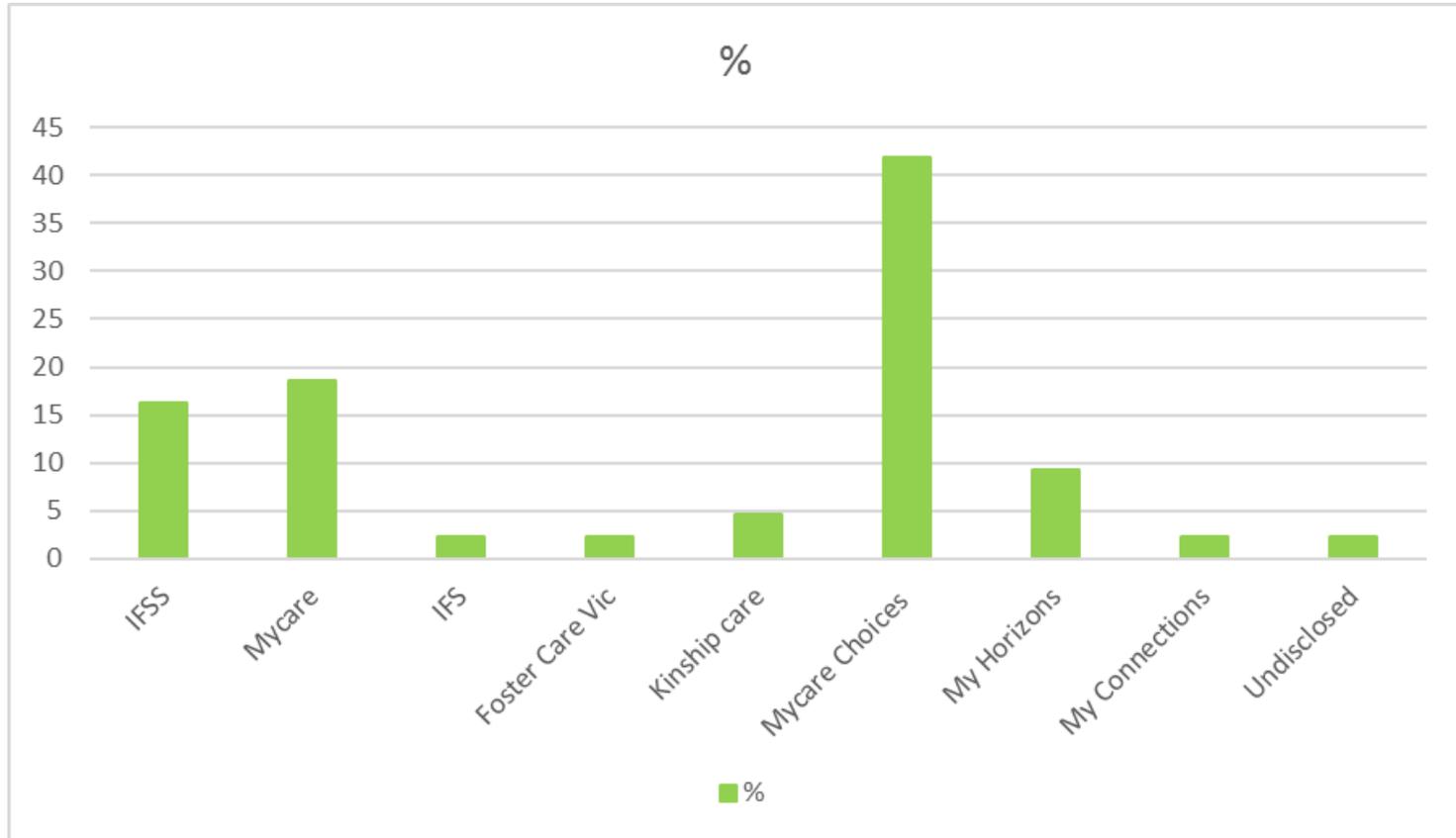
The majority of responses are from clients aged 31 and over

# Location (n)



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

# Program (n)

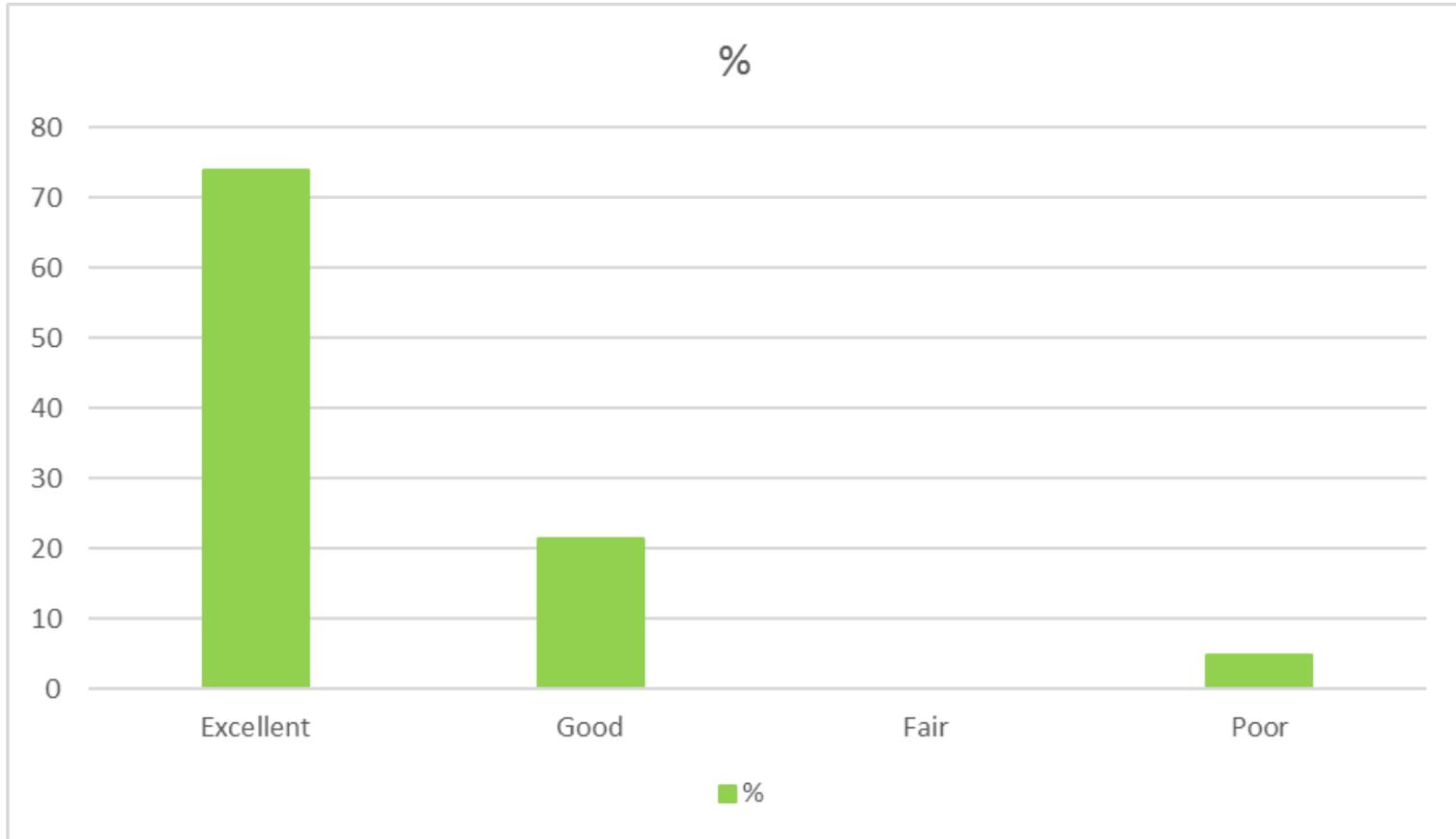


The distribution of survey response is highest in the Mental health programs in Tasmania

# Client Satisfaction Questionnaire

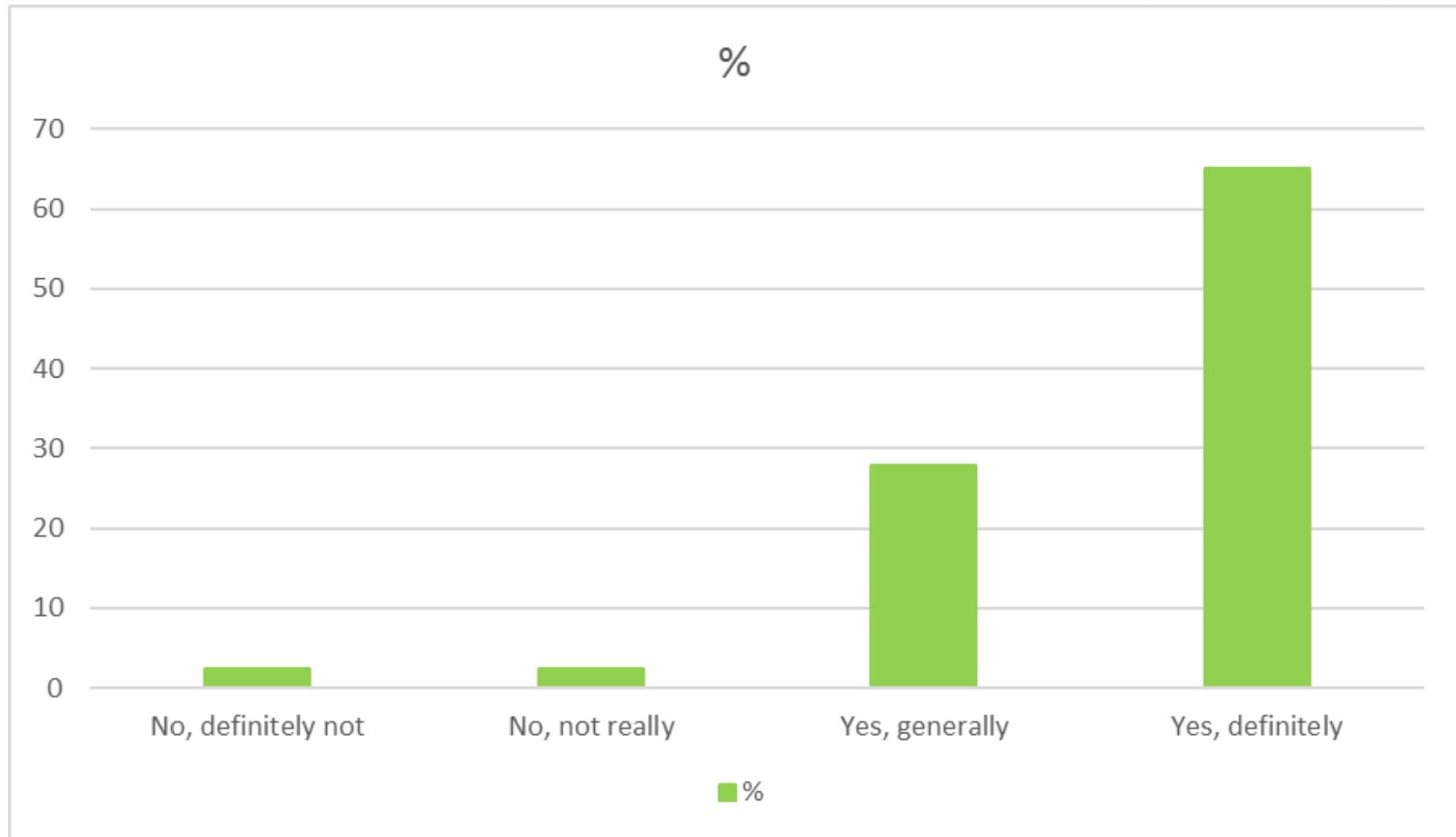
- CSQ is used to measure and assess client satisfaction with health and human services
- It is self administered, with data collected at the end of services
- Responses are based on a four-point or five-point scale
- All questions are positively worded, however the direction of response options span 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 15)

# Quality of service/support (%)



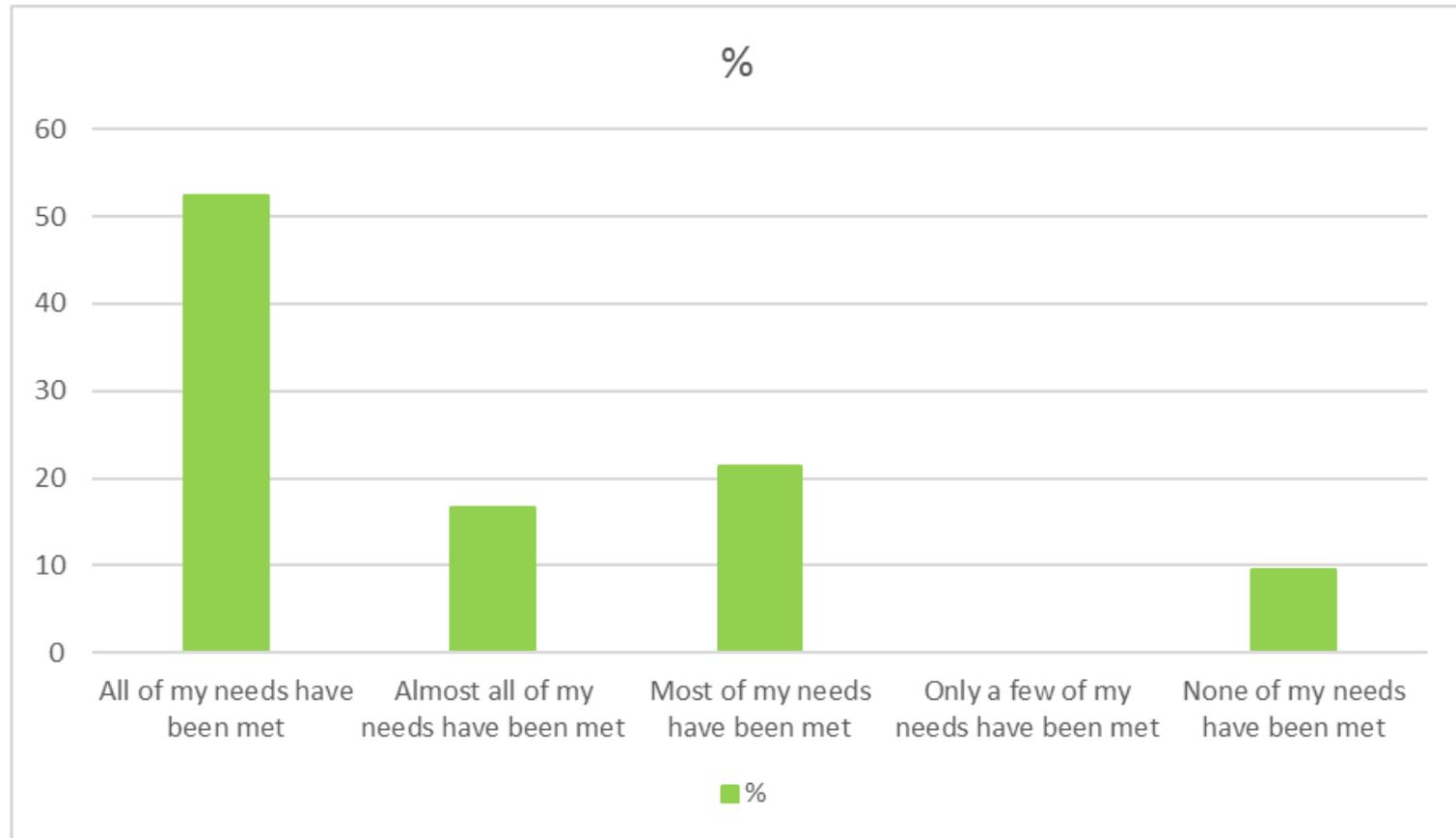
95.24% of FACS clients rated the quality of the service/support they received as 'good' or 'excellent'

# Received expected service/support (%)



95.35% of clients 'definitely' or 'generally' received the kind of service/support they expected from Baptcare

# Extent service/support met needs (%)

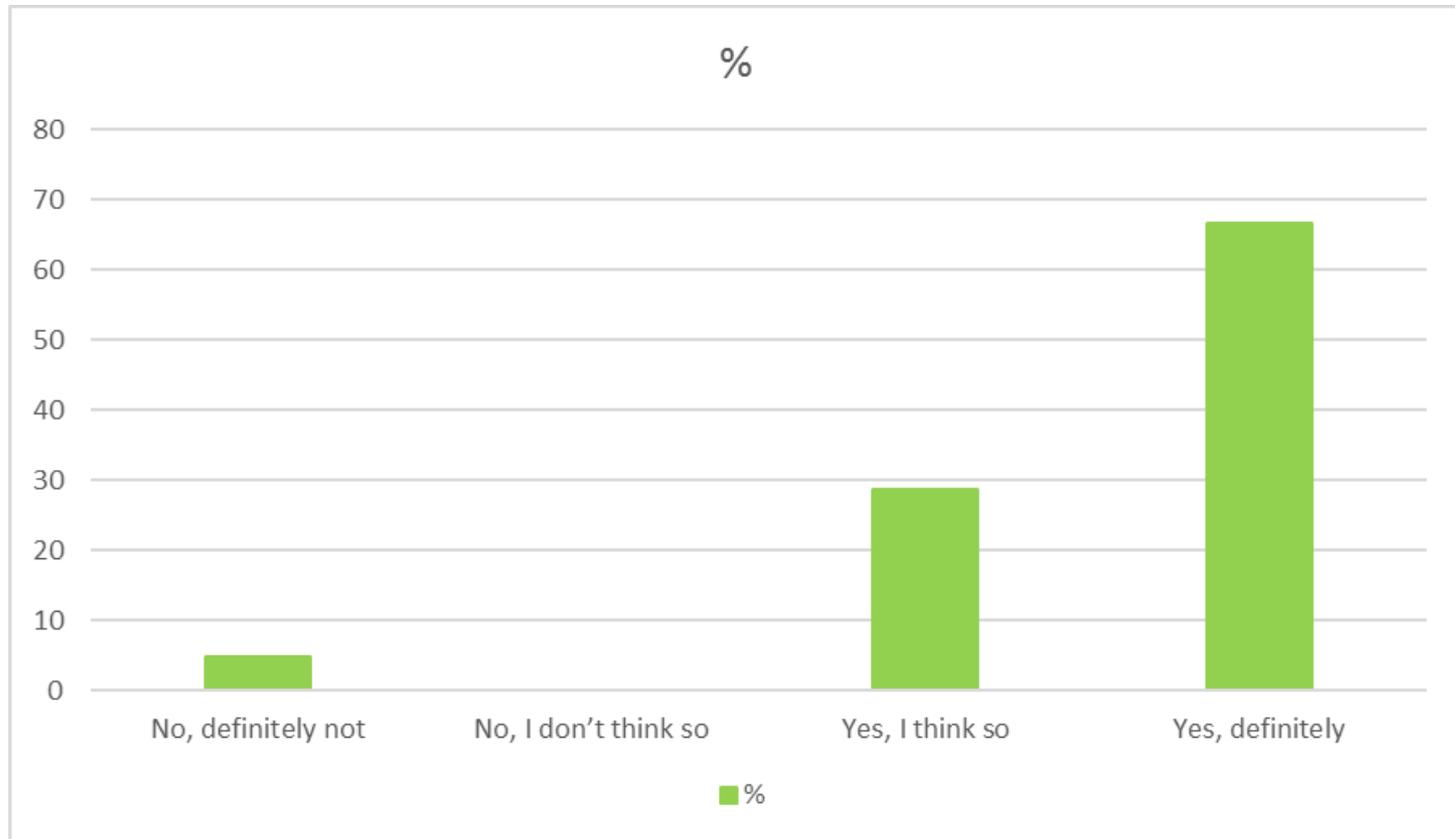


90.48% of FACS clients had 'all', 'almost all' or 'most' of their needs met.

# Reasons the service did not meet needs

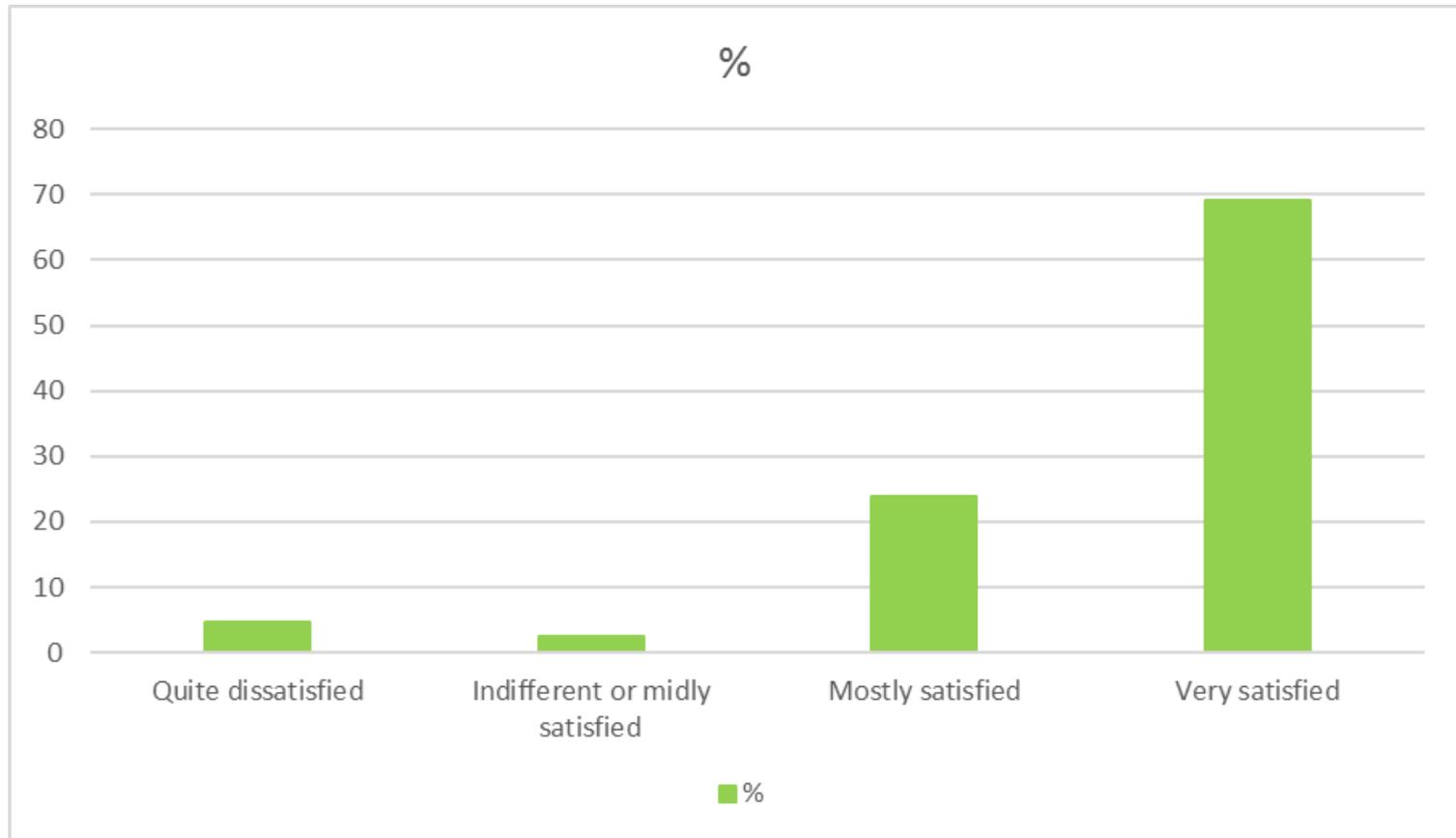
- **Too early to determine** (eg: “Still open”, “Not known at this stage”)
- **Lack of engagement** (eg: “I became unwell and couldn’t engage with the program”)
- **Unhappy with worker:** (eg: “Worker missed more appointments than he had and provided very little assistance or guidance”)
- **Goals not met** (eg: “I didn’t get contact with my children in the end”)
- **Needs not met** (eg: “I needed help with my mobile phone, some support with problematic Optus” and “More meals in a household”)

# Recommend service to friends or family (%)



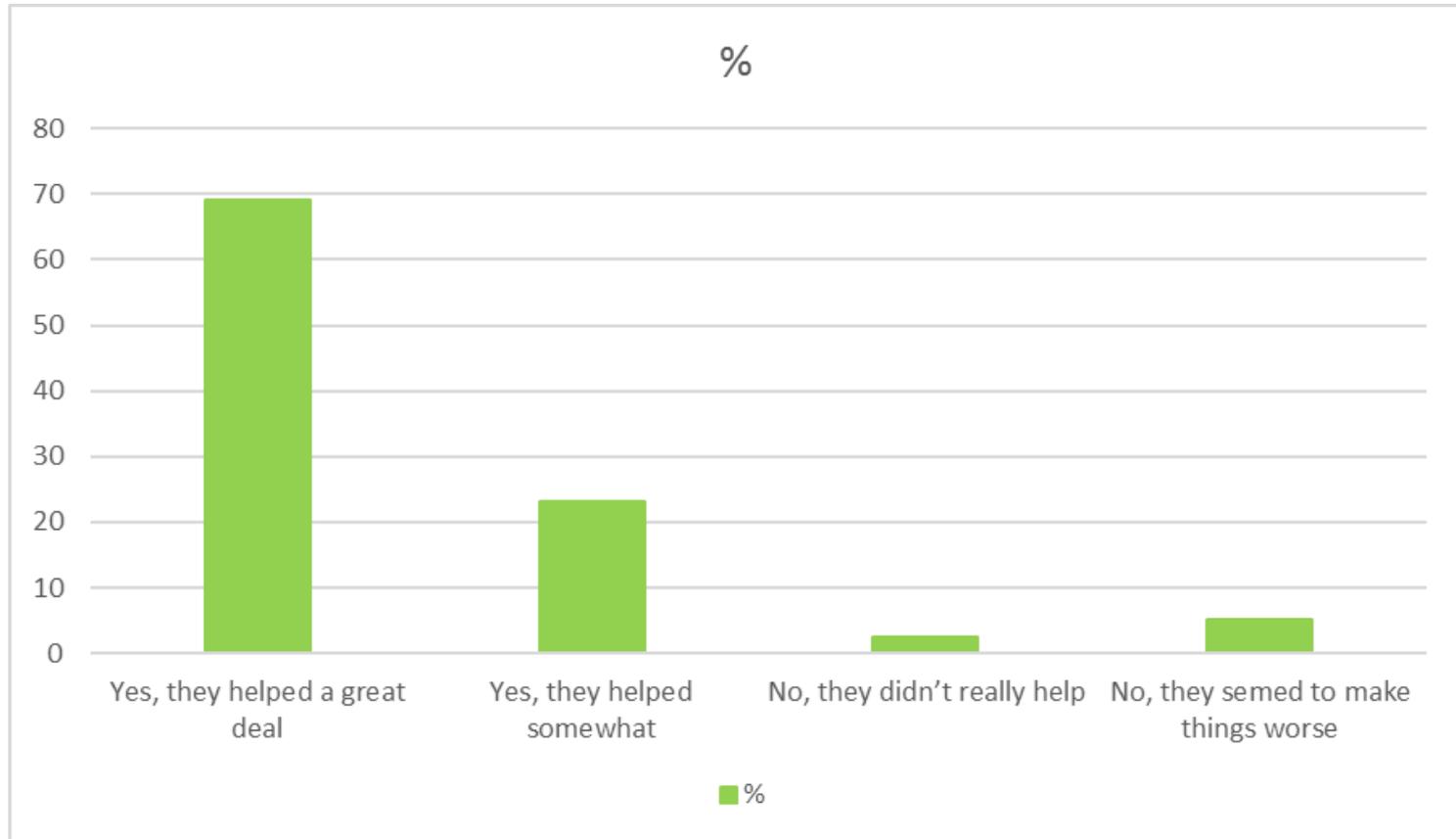
Over 95% of FACS clients would 'definitely' recommend their service to friends or family if they needed

# Satisfaction with amount of assistance/support (%)



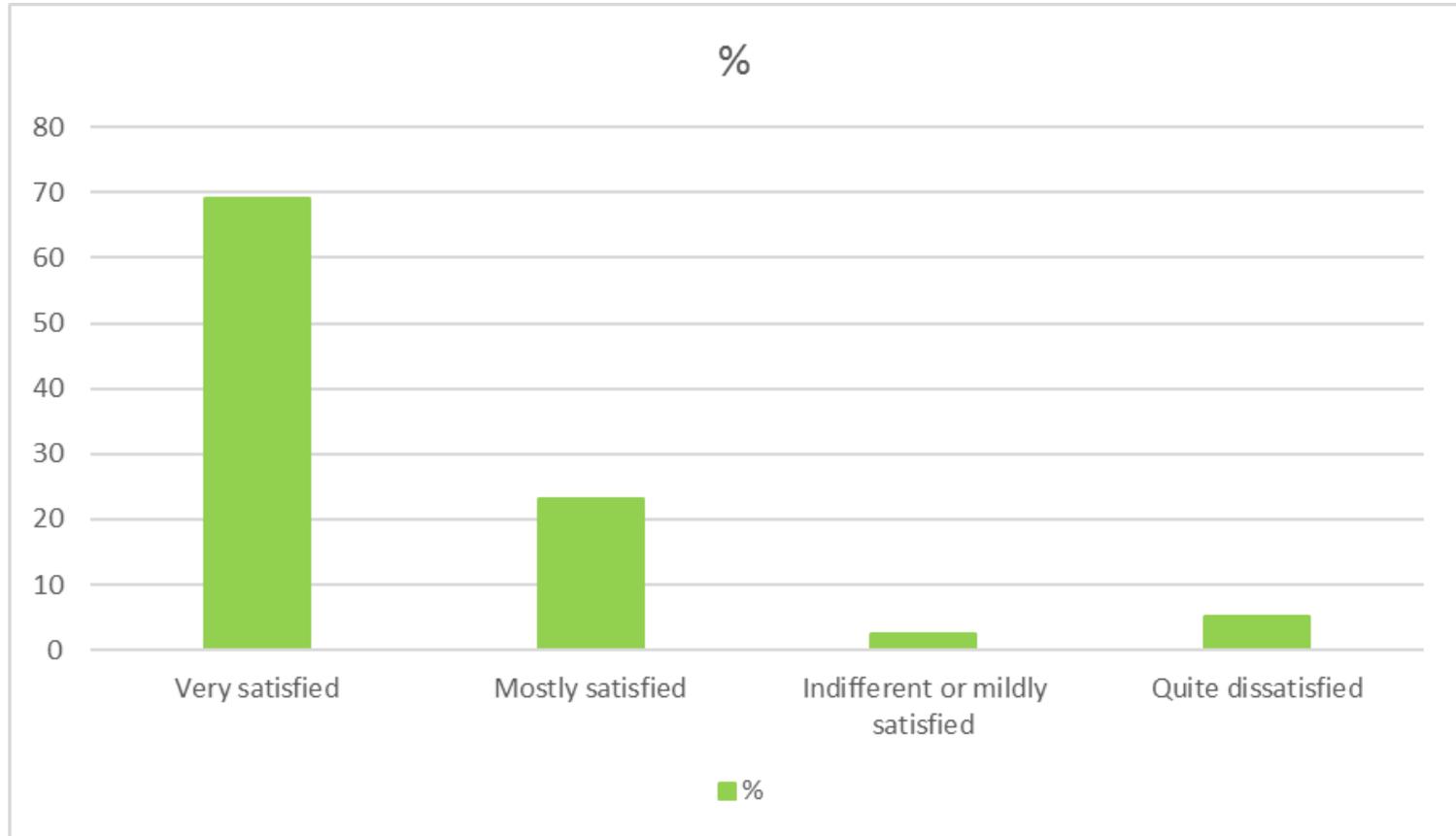
Satisfaction with the amount of assistance/support received remains very high (92.86% were 'very' or 'mostly' satisfied).

# Service helped to improve situation (%)



92.31% FACS clients reported that engaging with their service helped them 'a great deal' or "somewhat".

# Overall satisfaction with service/support (%)



Overall, over 92.31% of FACS clients were 'very' or 'mostly' satisfied with the service/support they received

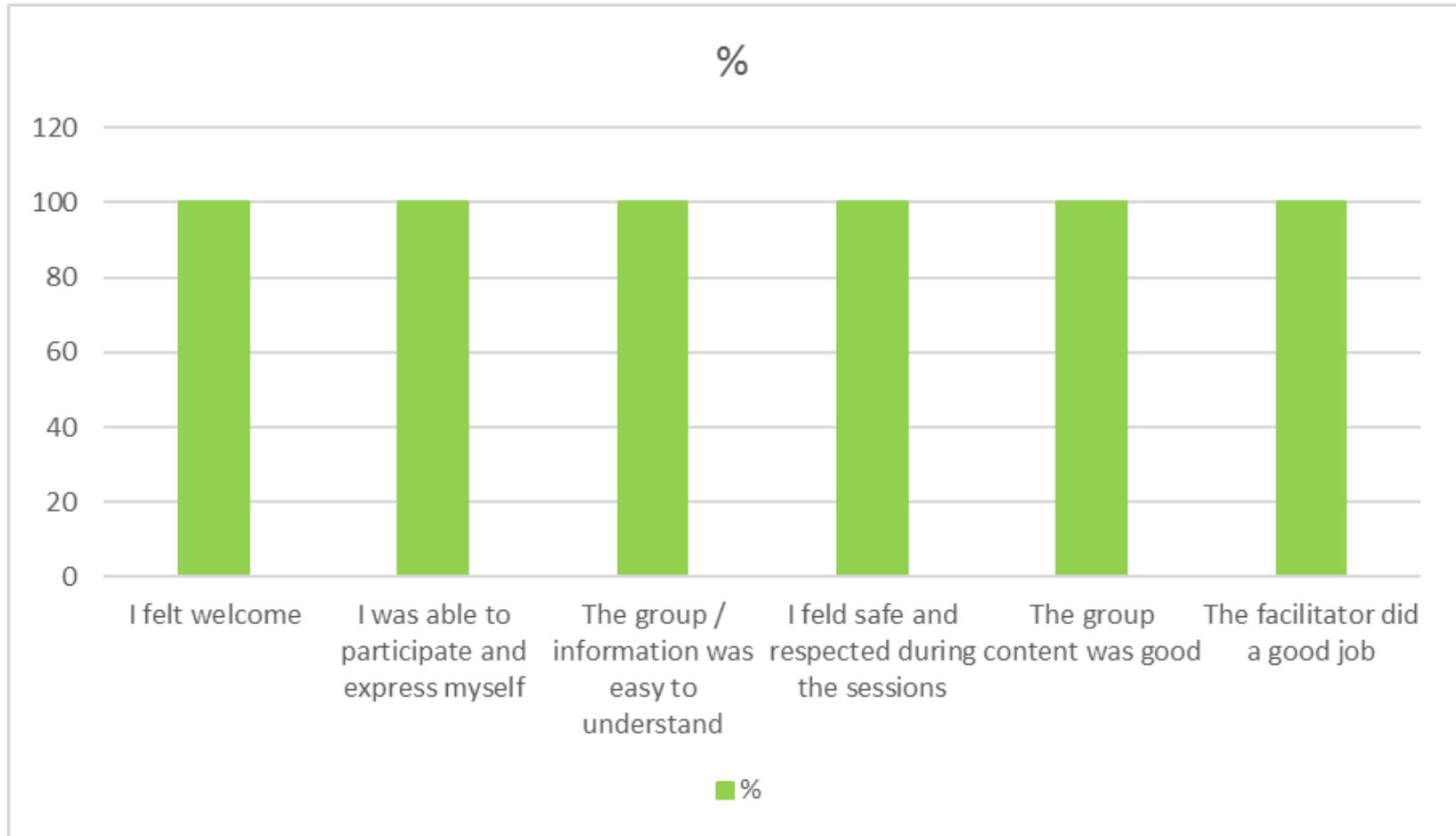
# Client Satisfaction Score

- 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
- In 2020 the CSQ score was 85/100

# Overall rating of service attributes

| Attribute  | Total %<br>(2020) | % shift fr<br>2019 |
|--|-------------------|--------------------|
| It was easy and straight forward to contact Baptcare   | 83                | -4                 |
| Not much of a delay before receiving a service/support   | 83                | -1                 |
| Given clear information about services   | 85                | -4                 |
| I was listened to and given choices  | 86                | -6                 |
| Human rights and dignity were respected by Baptcare  | 91                | -8                 |
| My family's nationality and culture are respected by Baptcare  | 86                | -4                 |
| Baptcare made sure I understood my rights and responsibilities                                       | 92                | -4                 |
| Personal information kept confidential   | 91                | -7                 |
| Asked for consent to pass on personal information to another service                                 | 88                | -6                 |
| I was told how to make a complaint about Baptcare  | 84                | -1                 |
| I was told that if children or others were at risk, this information may be passed on to authorities | 82                | -3                 |
| My needs were understood and respected   | 85                | -10                |
| Baptcare worked developed a plan to reach goals  | 85                | -4                 |
| I felt empowered to make choices and decisions based on my needs                                     | 81                | -7                 |
| Offered information and help to access other services  | 84                | -5                 |

# My Horizons Fundamentals Feedback Scores



Overall, all My Horizons Fundamentals respondents rated 100% across all measures

# Best aspects of the services - Client impacts

- *'Lots more confidence.'*
- *'Becoming more realistic. Working towards manageable goals.'*
- *'helped me feel more comfortable about meeting new people'*
- *'To feel good about myself and how to go about it.'*
- *I've made some big moves i.e.: connecting with housing, which I wasn't confident in doing on my own*
- *'the program has hugely helped with my recovery'*
- *'It really helped me feel more educated about my mental illness and it really empowered me make healthy decision and choices that have change my life for the better'*
- *'Fact they have actually helped. Not just said they would and not followed through'*

# Best aspects of the services - Practical support

- *'Helped me find my feet and to find a place to stay.'*
- *'Grounding exercises, extra phone supports.'*
- *'Help me find accommodation.'*
- *'Having somewhere to go'*
- *'Going out with care coordinator and having the ability to socialise.'*
- *'To try and help me with my goals and needs'*
- *'I got a car, I have a stable house'*
- *'case worker accompanies visits to general practitioners and other agencies'*

# Best aspects of the services – Emotional support

- *‘goal setting and approach to attaining goals’*
- *‘Someone to talk to. Someone you could rely on’*
- *‘I agree support was what I got from workers of Baptcare’*
- *‘At all times I felt my son was being well cared for and supported through his journey to change his life’*
- *‘Regular check ins and knowledge and experience of practitioner to provide advice and support’*

# Best aspects of the services – Communication

- *“Good conversation, being listened to”*
- *‘Excellent communication with worker’*
- *‘Phone calls to check up on me, return calls so fast, helped me’*
- *‘listened to me and my daughter’*

# Best aspects of the services – Workers

- *‘Regular contact from Bunty his carer’*
- *‘the case management team all seem to work very hard with DHS’*
- *‘That would be when Freja would help me and listen to me’*
- *‘Lucy was great and we got on well’*
- *‘Stella was a calming influence to me. Having an extra person to talk to was beneficial’*
- *‘Nicole is she was always laughing and smiling’*
- *Bunty and the team have demonstrated the highest level of care, technical skill, kindness and compassion. I don't know what our family would have done without their over and above care. We cannot express in words the extent of our gratitude. Thanks Bunty and team’*
- *Amber was fantastic*
- *‘Mel was great. Very friendly and good support’*
- *‘I just want to let everyone know how much Freja helped me when I was pregnant/ homeless. She was really helpful. She made sure I was doing ok and even visit me in hospital. Thank you Freja for everything’*
- *‘I firstly had Allison helping me and she was amazing,’*
- *‘The Karungal team ROCK ’*

# What worked well – My Horizons Fundamentals

- *‘Everyone's input’*
- *‘Working with others and sharing with group’*
- *‘Feeling comfortable in the group’*
- *‘Being in a safe environment’*
- *‘Interaction between participants and facilitators’*
- *‘The grounding activities’*
- *‘I found all of it worked really well for me’*
- *‘A better understanding of mental health’*
- *‘That I can have and achieve my goals’*
- *‘Studying on how to cope with life and life obstacles that life throws at you’*

# Areas for improvement

- Improved facilities at Karingal – more shelters, longer stays, a bookshelf, speakers and tv in rooms.
- A simple brochure (or online) flowchart explaining the background of the service / goals - outcomes desired / possible pathways following. SMS reminder service for appointments / meetings etc.
- After hours availability of workers
- Increased program duration (My Horizons group, Mycare Choices) and ongoing support when NDIS supports are in place
- More availability of carers support information in the local area.
- More checking in on people to make sure they are ok
- More funding / more workers

# Summary – Important things to note

- Client satisfaction survey numbers are likely to have been significantly impacted during 2020 by COVID-19 restrictions and its impacts on service delivery.
- Results indicate an overall decline in client satisfaction but given the lower return rate during 2020, this is likely to be due to an inflated impact of negative scores.
- A new client satisfaction survey has been designed and should be introduced in 2021. This will include a more condensed version of the current survey, a health literate version, an online version and a child friendly version.
- An increased focus on encouraging clients to complete the survey at the end of service delivery will ensure representative data collection.