

2023

REPORT PREPARED
BY INNEKE BAKKER

Family and Community Services

Consumer Feedback Victoria and Tasmania

Feedback System Overview

how do we collect feedback?

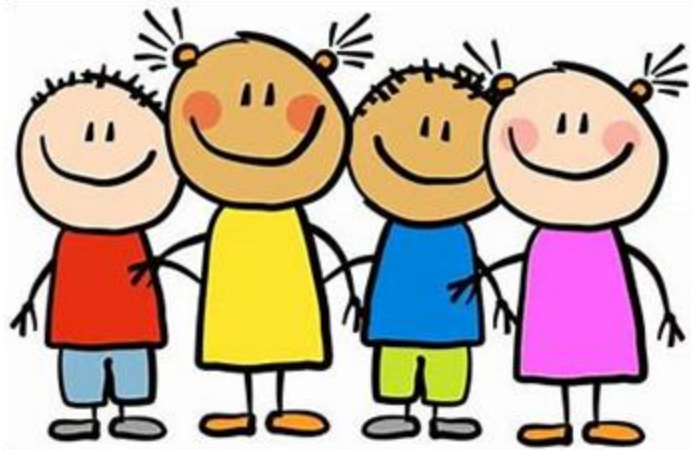
From any consumer at any time via the Feedback Form or the plain English Feedback Questionnaire (with three experiential questions)

From our children and young people via the Child Friendly Survey

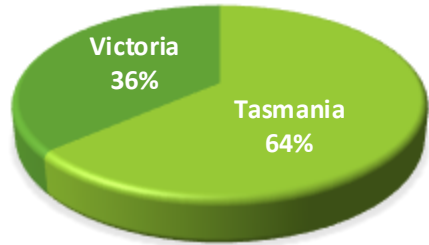


From anyone anytime in-person, via email, letter, through our social media or website

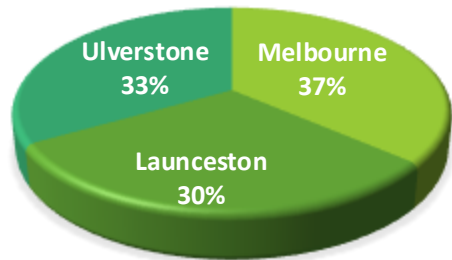
At the conclusion of service, or at regular intervals in longer services, we seek satisfaction feedback about the service they received via the Client or Carer Feedback Questionnaire



BY STATE

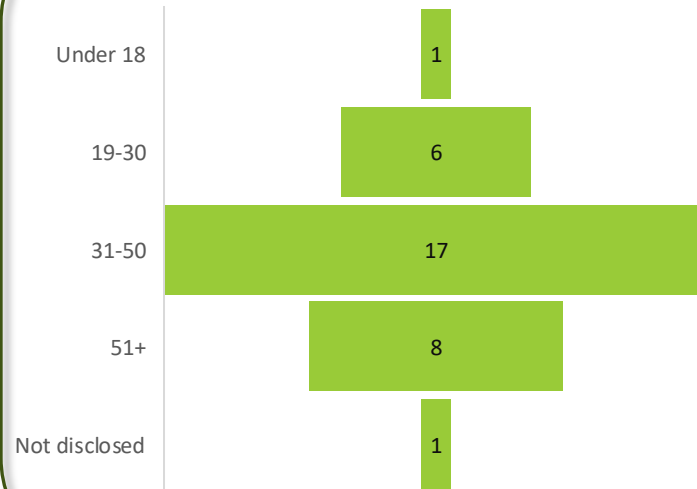


BY SITE

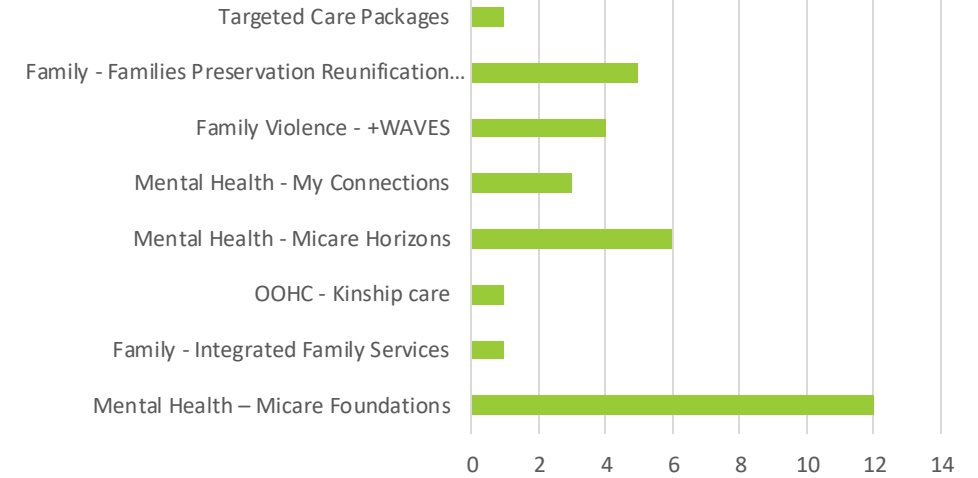


Total Responses
33 or 1% of people
we worked with

Age Demographic



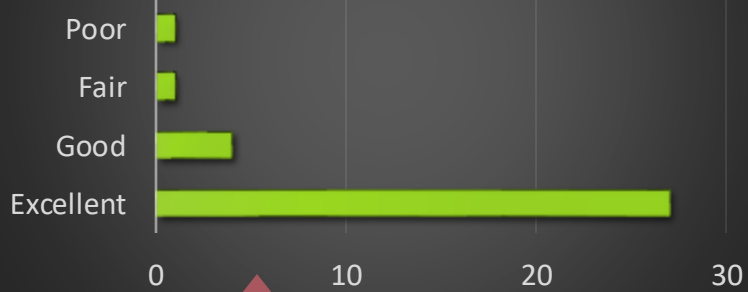
Program



Who are our survey respondents?

97% (n=32) of consumers were satisfied with the overall support received

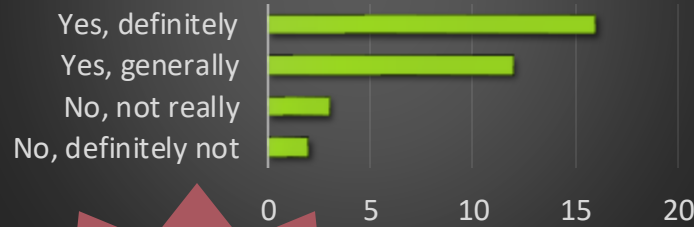
Overall Satisfaction with Support/Service



3% (n=1) of consumers were not satisfied with the overall support received

85% (n=28) of consumers were satisfied with the amount of support received

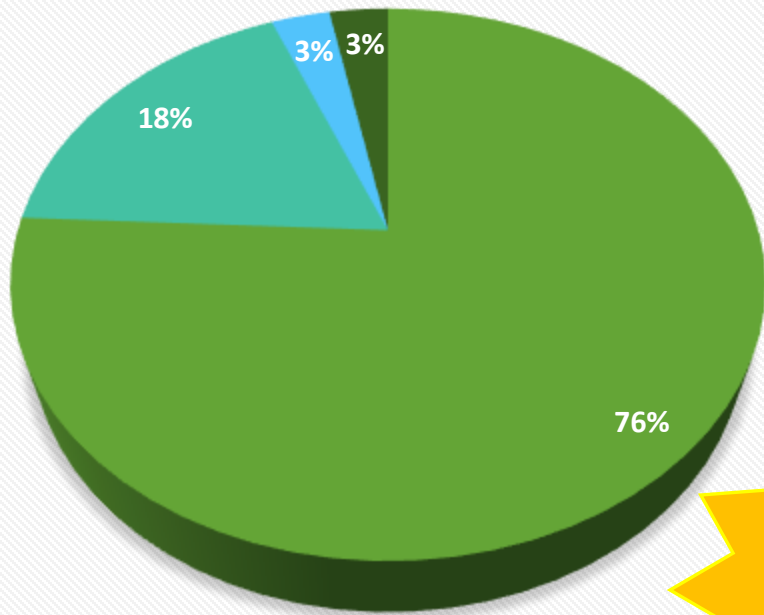
Satisfaction with the amount of support received



15% (n=5) of consumers were not satisfied with the amount of support received

Satisfaction with Service

Did the service improve your situation

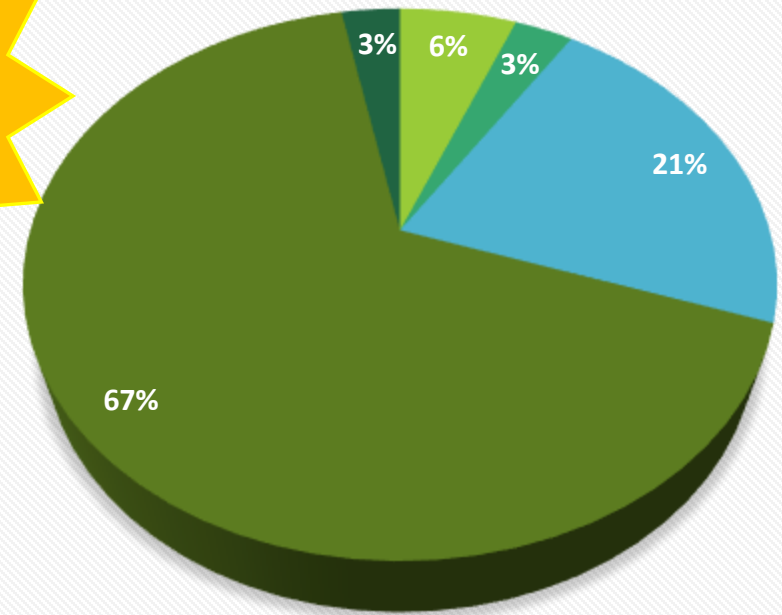


■ Helped a great deal
■ Helped Somewhat
■ Didn't Really help
■ Made things worse

Only 2 consumers felt their situation did not improve after their Baptcare service

9% of consumers said they wouldn't recommend our services to others

Would you recommend the service?



■ No, definitely not
■ No, I don't think so
■ Yes, I think so
■ Yes, definitely
■ No response

Outcomes of the service

Was it easy to contact
Baptcare?

94% agreed
6% undecided

Did services commence
quickly after contact?

85% agreed
3% undecided
12% disagreed

Given Clear information
about services?

94% agreed
3% undecided
3% disagreed

I understood the
grievance/complaints
process at Baptcare?

94% agreed
3% undecided
3% disagreed

Baptcare developed a
plan to reach my goals?

97% agreed
3% disagreed

Felt heard and given
choices?

100% agreed



My Human rights and
dignity were respected?

100% agreed



My nationality and
culture were respected?

85% agreed
15% didn't
respond/undecided

I was told if children or
others were at risk that
this would be shared
with Authorities

82% agreed
18% undecided

I felt Empowered to make
choices and decisions based
on my needs?

100% agreed



I understood my rights
and responsibilities?

100% agreed



Was my confidentiality
maintained?

100% agreed



My consent was sought
when sharing my personal
information to another
service?

100% agreed



My needs were
understood and
respected?

100% agreed



Baptcare offered
information and help to
access other services?

100% agreed



Contact and access to services

Overwhelmingly
positive results
across consumer
experience

How has Bapcare helped you?

Improved sense of self
worth

No judgement!

Parenting
Strategies

Helped to access functional
support Eg, Housing,
Services

**Supportive
staff**

Given me

Confidence

Purpose

Helped me achieve my
goals

Listened and
cared

Provided options for
other support services

Feel safe



What has not been Helpful about Baptcare services?

Only 58 % of consumers responded to this question

12 comments- N/A

Not enough time/shortness of program

Staff leaving

Wait time to be processed

Paperwork overwhelming/
timing of reviews

Not having groups that PHAMS had
(eg, Art group / Equine Therapy)

Other Feedback Sources

In addition to the survey results, further Community Services feedback was received via other Baptistcare Feedback channels such as RiskMan and the Child-Friendly survey

12% (n=6) were complaints

Of the complaints received, 50% were related to quality or timeliness of staff communication with the consumer or their significant others

181 children and young people provided safety, wellbeing and satisfaction feedback through our co-designed child-friendly survey

How could we improve?



More updates on the waiting [list] progress

More weeks with worker (more time)

Continuing the Connections program. Its short

More sessions per child. Ongoing support. Quicker response time. Referrals to alternative programs afterward

More than 6 sessions maybe. Apart from that I was very satisfied and felt cared for

More time for family in need

Having groups like PHAMS had where we did activities like equine therapy / art class or going to places like the ZOO

Support worker to stay longer. Offer more help with food / home supplies if needed

More funding and emergency relief

Assurance of being able to access at any time, without fear the program will lose funding in the future

Another craft group - it felt a safe place & was fun

Keep consumers informed and connected when staff change or go on leave. This is critical so consumers didn't feel abandoned, unheard, forgotten, which can trigger trauma responses even when not intentional. Good communication on worker changes is vital.

Only 58% of consumers answered this question

7 comments -
Nothing to improve

In Summary:

Baptcare is incredibly grateful for the insights this feedback provides us and is working on improvements identified:

- * Communication from our staff (timely, proactive)
- * Consider feedback about program length and time spent with staff (too short) in program development and funder program performance discussions
- * Cut down the paperwork for consumers
- * Engage with our consumers (including children and young people) to improve the design and features, accessibility and usability of the feedback system



Ways to Improve:

- ** Wait times for service
- ** Program funding security = certainty for customers
- ** More workers or sessions
- ** Changing / Absent staff
- ** Longer program length
- ** More group activities
- ** Cut down the paperwork

97% of consumers were satisfied with their Baptcare service.

The reasons were overwhelmingly because of supportive, understanding staff who provide practical help and strategies, who listen and don't judge. Specifically:

Helped motivate me

Building my confidence

Coping with barriers

Support with schools

Help to get to appointments

Helped reach my goals

Connected to my community

System Improvements

Investigated barriers resulting in low participation rates in using current feedback systems

Improved website accessibility and design for feedback, compliments & complaints.

Introduced the Community Services Outcomes Tree to improve consumer friendly goal setting, review & outcomes

Connections Program research completed-funding extended

Increased connections with local material aid supports (Our Village, WERN Warehouse)

Reviewed waitlist operations in +WAVES – enhanced service access, introduced group sessions & regular waitlist triage

Reviewed Community Services feedback system, tools and processes to align with Baptcare's broader feedback systems, making it easier for people to give feedback and raise concerns