



Client Satisfaction Survey

June 2009

Background:

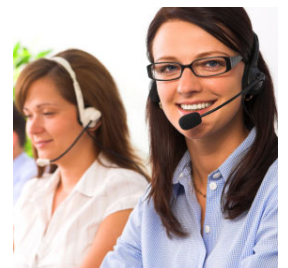
During June 2009 Catholic Community Services conducted a satisfaction survey with their clients across 35 programs and 10 service areas within New South Wales.

Out of a total 2871 surveys administered, 898 were returned completed and 8 returned to sender. This equates to a successful response rate of 31.2%.

Survey Methods:

The survey was conducted internally by the Service Innovation and Development Unit. Participation in the survey was anonymous and voluntary. Clients were given the option to give written feedback and were also offered the opportunity to phone in their responses to our free call, customer service centre.

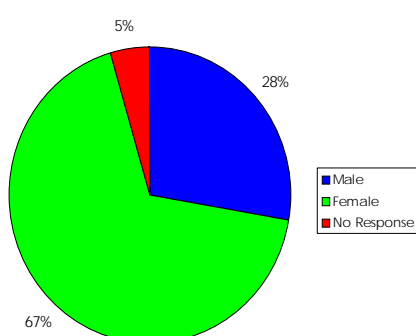
Client's significant others (carers, family and advocates) were also invited to provide feedback. Clients whose first language was not English were given the opportunity to complete the survey with an Accredited Interpreter either over the phone or as part of focus groups.



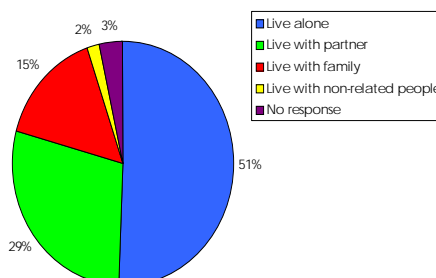
Client Demographics:

Of those that responded, 28% of our clients were male, 67% female, 43% are aged 80 years or older and 51% are living alone.

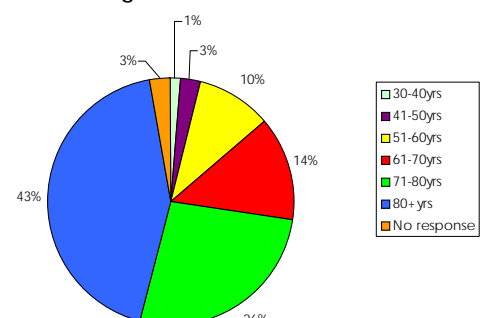
Gender of Clients



Living Arrangements



Age of Clients





Quick Statistics

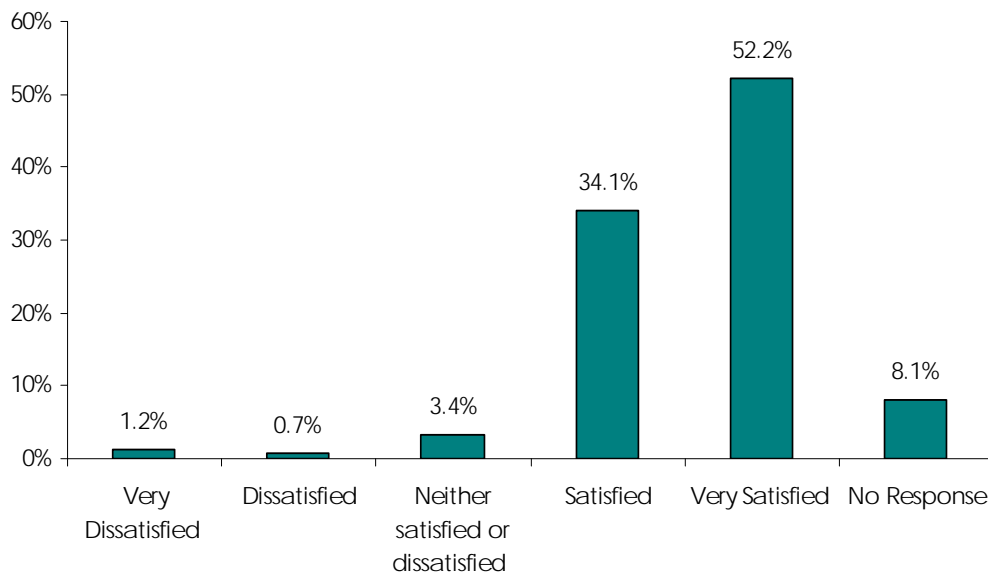
As of June 2009, a snapshot of Catholic Community Services demonstrated that we were providing services to over 2,900 clients, within 36 programs across 11 regions within Sydney & Regional and Rural NSW.

The most common service types received (excluding those clients receiving packaged care) were domestic assistance and personal care.

Client Satisfaction

The results of the survey demonstrate that our clients have a high level of overall satisfaction with our services. This is highlighted from the overall response that 86% of clients are satisfied with services (34% of this figure stating that they were satisfied and 52% of this figure stating that they were 'very' satisfied with their service received from Catholic Community Services.)

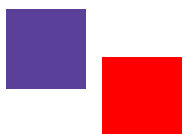
How satisfied are you with the overall service you are receiving from Catholic Community Services?



Factors contributing to satisfaction:

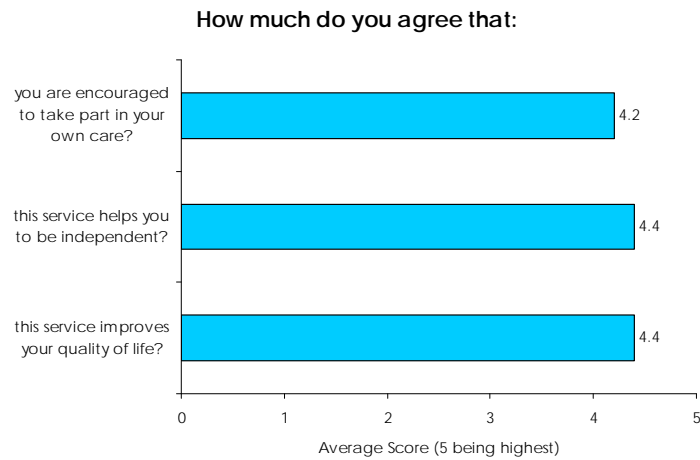
Clients responded that some of the reasons for their satisfaction included:

- continuity of community workers providing services
- that their needs are being met
- staff responding to requests in a timely manner
- flexibility and reliability of services especially when needs change



Client Outcomes

In line with our Enabling Philosophy of Care, clients felt strongly that the services delivered improved their quality of life, helped them to remain independent and that they were encouraged to take part in their own care. Analysis of data showed that there was a link between increased quality of life and feelings of independence when service needs were being met.



Personal Wellbeing Index

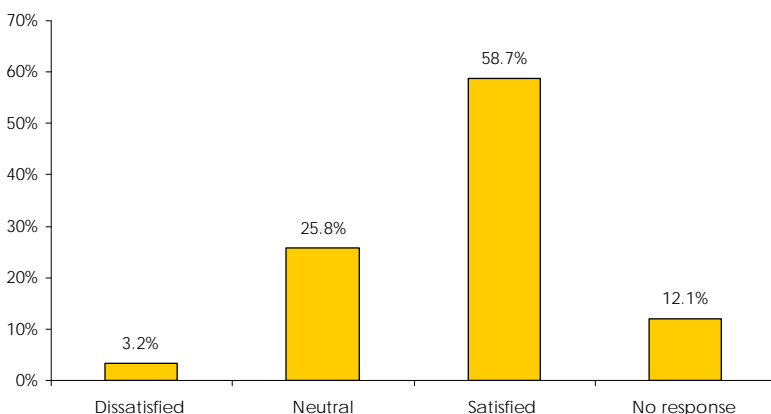
Catholic Community Services has instigated an Enabling Philosophy of Care for its clients. This is complimented by measuring life satisfaction with a tool called the Personal Wellbeing Index (PWI), developed by Robert A. Cummins Ph.D., F.A.Ps.S at Deakin University.

The PWI measures quality of life across the following domains: Standards of Living, Health, Achievements in Life, Personal Relationships, Personal Safety, Community Connectedness, Future Security & Spirituality and Religion.

Within our survey we chose to sample response rates for two questions (listed below) prior to rolling out the complete tool which will be incorporated in the future care planning process for clients in the hope of developing outcome measures of services and interventions on quality of life.

The results show that responding clients generally feel satisfied with their community connectedness and with their health. Overall, males were more satisfied with their health and it was noted that dissatisfaction with health seems to peak between the 50-60year age bracket. Using enabling goal planning, future strategies with aim to continually improve these domains for our clients.

How satisfied are you with feeling part of your community?



The Reconnecting Communities Project aims to develop a model of service delivery where volunteers assist clients through a short term intervention to regain confidence in their participation in the community.

Interventions can help to restore valued social roles, promote community capacity building, reduce social isolation and reduce an over reliance on formal support networks for socialisation.

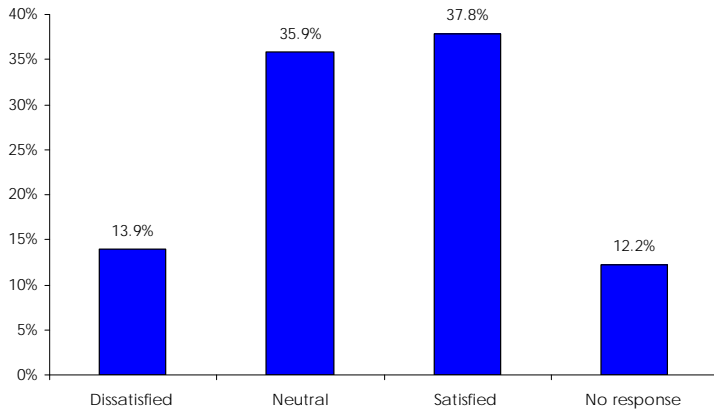
Health and Wellbeing Project

This project is a key component of the Enabling Philosophy of Care. It was developed to raise awareness of the effect of lifestyle on health and wellbeing across the life spans, and the impact this has on function and quality of life. It equips staff with strategies to promote healthy lifestyle behaviours for clients.

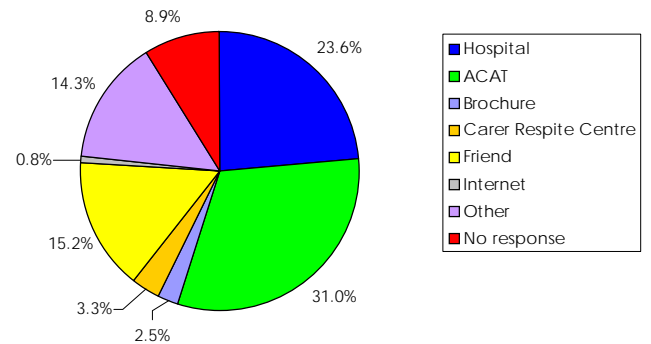


How did clients hear about our services?

How satisfied are you with your health?



Referral and Promotional Avenues

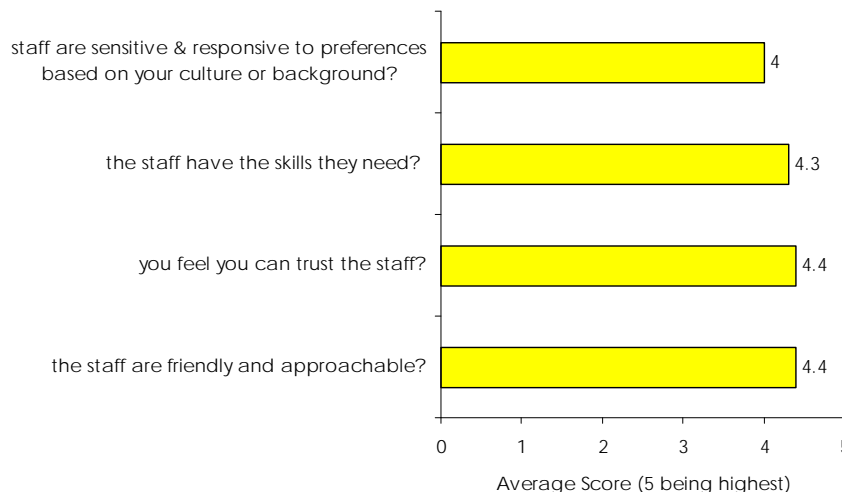


Feedback about our staff:

It has also been encouraging to see that the vast majority of clients have a high regard for the way our frontline staff interact and deliver their service. Clients have reported that our staff are friendly and approachable, have the skills needed and that they can trust our staff.

The survey has demonstrated that we are delivering services that respond to and satisfy client need. Clients have indicated that they value the professionalism and level of care provided by our staff.

How much do you agree that:





Comments from our clients:

The survey findings were very positive and show that Catholic Community Services continues to provide high quality services to its diverse range of clients.

Excerpts below from clients encapsulate the valued service:

"From mindless boredom... to company and getting away from home frequently, your services changed my life. Thank you."

"I greatly appreciate the help provided and would like to express my thanks to all those involved. God bless you all."

"I feel very lucky to have the contact and services I receive from Catholic Community Services...It would be so much harder to stay in our home without it."

"I appreciate all the help I have been given. I believe Catholic Community Services does a wonderful job. So many people in our Village are helped by them. Thank you."

"I feel quite blessed to receive this service and cannot express the difference it has made to my life during this time, which is quite difficult."

"Wonderful workers - true angels on earth."

Suggestions for Change:

The survey demonstrates that we can make continuous improvements with regards to:

- streamlining the billing system for client fees
- communication regarding staffing changes, when for example the regular community worker is sick or on holidays.
- training for staff on particular conditions like Multiple Sclerosis to ensure they can provide appropriate support to clients with these conditions.
- an exact list for clients of what jobs and duties community workers are allowed to undertake when providing domestic assistance.

Catholic Community Services will clarify and review the above suggestions and report back to clients through our newsletter on the progress of these improvements.



If you would like to know more about Catholic Community Services please phone our Customer Service Centre on 1800 225 474 or visit our website <http://www.catholiccommunityservices.com.au>