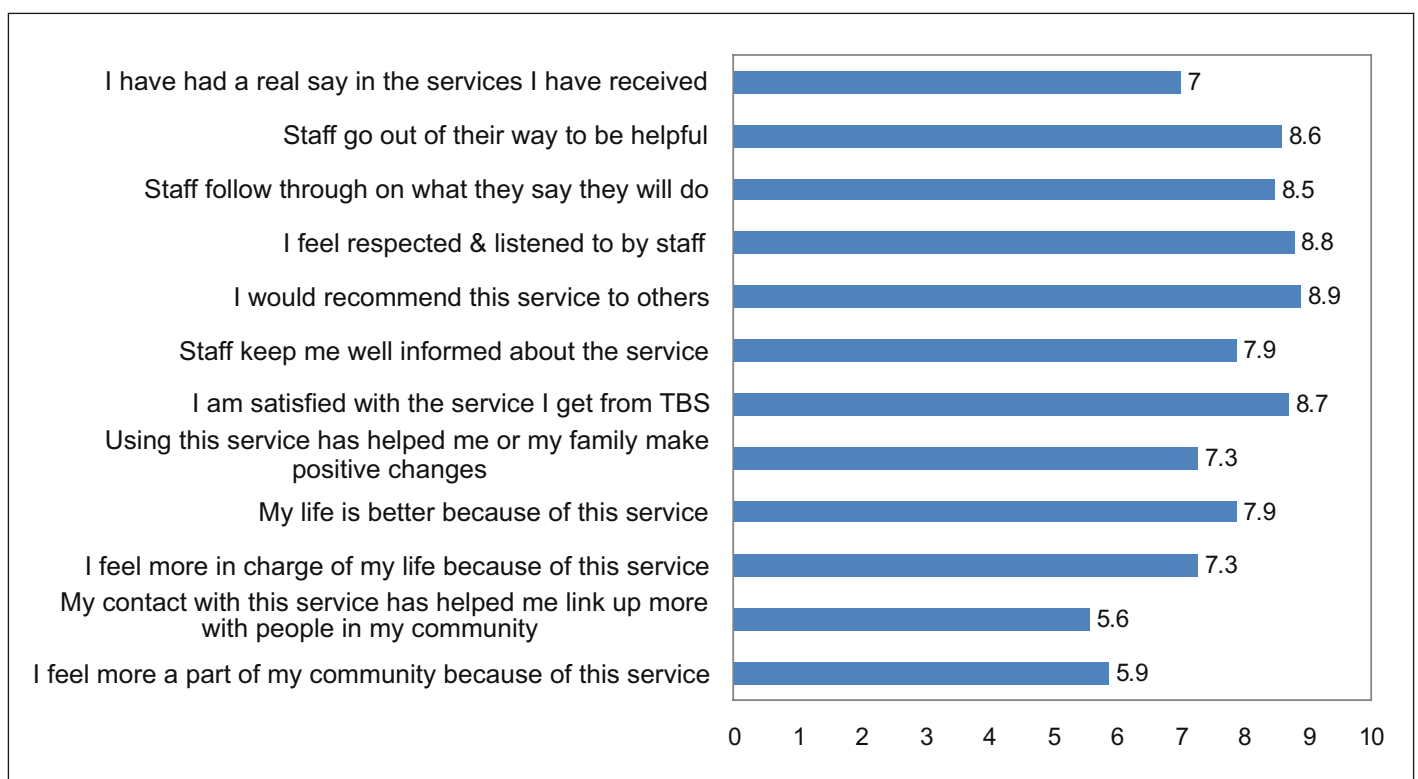


2009 client feedback survey results

In spring 2009 The Benevolent Society asked all of its clients for their feedback. Over 1,200 surveys were returned which was 48% of the total surveys distributed.

The survey asked clients to rate their satisfaction based on twelve statements about The Benevolent Society's service. The scale was from 0 to 10, with zero representing 'not at all' and ten representing 'yes, a great deal'. The graph below shows the average result (out of a possible 10) for each statement.



Comparison with 2007 results

We carried out a similar survey of clients in 2007. The results of the 2009 and 2007 surveys were very similar. There was a slight drop in the 2009 result for the question 'I have had a real say in the services I have received'.





What was the most valuable thing about the service? What would you change?

The survey invited clients to write comments about their experience with the service. These comments showed that clients were mostly very satisfied. The care, respect and understanding of staff was often mentioned by clients. Clients also talked about positive outcomes they'd had as a result of receiving the service. Here are some examples of clients' comments.

'This service has helped me realise life has a purpose.'

'I have been motivated to go to TAFE and continue my education so I can better myself and keep working.'

'I feel a great support and safe that there are people who care and make my life happy.'

[The service] 'resulted in having my two children restored to my full time care. They have not just reunited our family, they have improved the quality of the relationships within it.'

'Without the help from this service, my family and I would have been out on the street looking for somewhere to live with rent in arrears and debt following close behind.... When there was nothing and nowhere else, there was you.'

Clients often said they valued the opportunities the service provided to link them with others in their community.

'Connects people who are lonely or in pain.'

'It has been wonderful being part of a group and feeling accepted by the broader community.'

'The staff do a wonderful job of caring for me, while my family work.. I can get out of the routine and meet with other people and not feel isolated or depressed at home on my own.'

'The chance to socialise with other young people like me. It alleviates my loneliness every Saturday night.'

Feedback from children

Nineteen children aged 4–11 took part in a children's survey and group discussions. These children were most positive about staff listening to them and following up on what they say they will do. They also agreed about the service *'making things better'* for them. The children felt slightly less positive about being able to understand workers, and feeling they had had a say in the service.

What next?

Separate reports on client feedback have been written for each Benevolent Society service to help them plan and improve their services. In particular, services will be doing two things. The first is to make sure clients have a say in the services they receive. The second is to focus more on supporting clients to connect with their communities. The project has helped us hear what our clients think and will help us build better services that meet our clients' needs.

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