

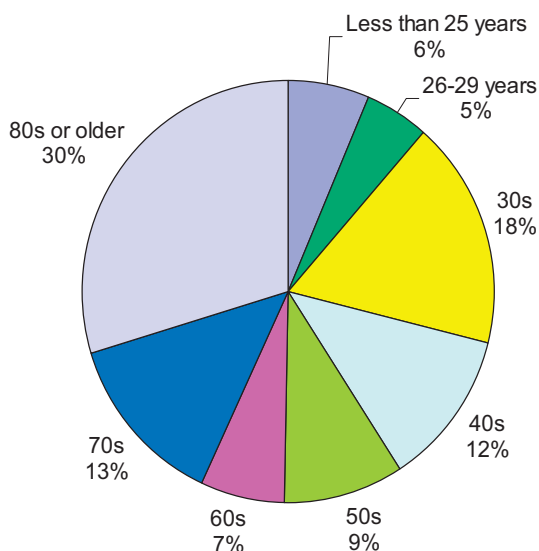
2007 Client Feedback Survey Results

In October 2007 The Benevolent Society carried out a feedback survey of adult clients across its services. If you were one of the clients who took the time to fill in a survey, many thanks. A total of 1,263 clients sent surveys back which was 57% of all who received them. The information below is a summary of the results.

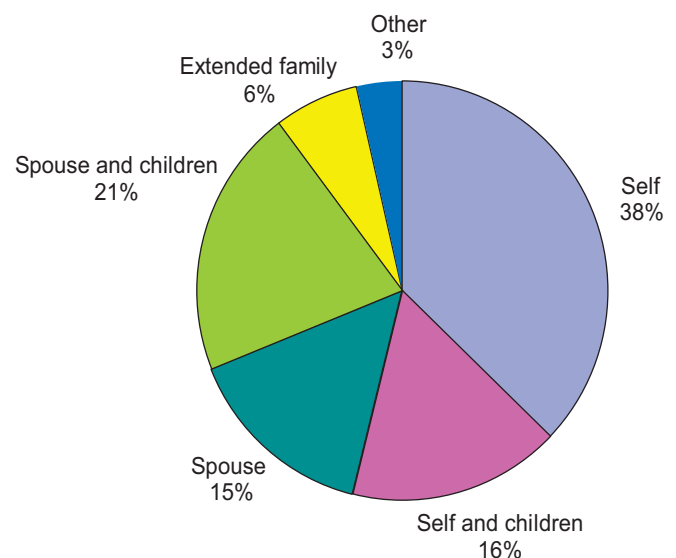
Who are The Benevolent Society's clients?

The results reflect the diversity of our clients. Thirteen percent of clients speak a language other than English at home and 2.3% are from Aboriginal or Torres Strait background. The charts below show that of our adult clients, half are aged 60 years or older. More than one third live alone.

Age of service users



Who service users live with



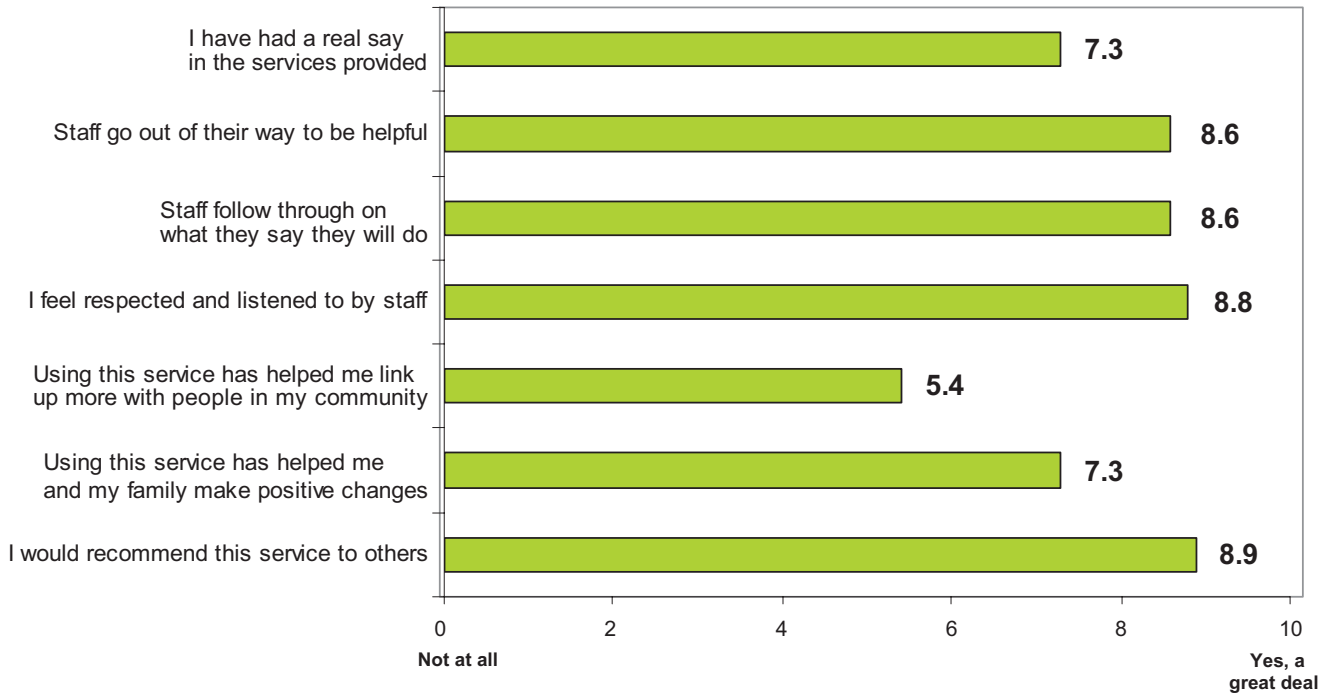
What do our clients think?

Overall our clients were very positive about the services they had received, with 97% stating they would recommend the service to others. Clients also reported that staff are helpful, follow up on what they say they will do and show respect.

The table over the page shows the average score out of 10 given by our clients to seven different aspects of our service. People filling in the survey were asked to show whether they agreed on a scale of 0 to 10 with zero representing "not at all", and 10 representing "yes a great deal".



Average satisfaction score out of 10



Where is there room for improvement?

Although the results are very positive, the chart above shows that compared to some aspects of what we do, our clients were slightly less positive about feeling as if they have had a real say in the services provided to them and also about whether the service had helped them or their family to make positive changes. Of all aspects of our services, they were least positive about the success of services in linking them up more with people in their community.

What do our clients value most?

The Benevolent Society's clients valued most the fact that our services meet their needs. Given the range of services that we provide, it is encouraging that so many clients felt their needs were being met. Clients also valued the caring attitude of staff. Respect, helpfulness, understanding, attentiveness and kindness were words commonly used.

What would our clients change about the service?

Encouragingly, the most common response given to this question was "Nothing", that is, the services don't need to change in any way. This response was given by 58% of clients indicating a high level of satisfaction with the services as they are currently provided. One in ten clients would like to receive the service more often or for longer on each occasion. A small number suggested improvements in communication, eg. more notice when visits have to be rescheduled, greater flexibility, continuity and more resources.

What next?

The results have been reviewed by our Senior Managers and Board. Separate reports for each service have been compiled and are being used for quality improvement and planning. This project has been an important exercise in hearing directly from clients and we will continue to use the results to build strong and responsive services.

For further information contact:

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