

Client Satisfaction Survey Summary Report 2014

In 2014 the fourth annual Mercy Services client satisfaction survey was completed. The survey was of clients receiving alcohol/other drugs counselling, parenting support or aged/disability support across the Newcastle, Lake Macquarie and the Lower Hunter region of NSW, Australia. Services were provided by paid staff and trained volunteers recruited from the local community.

“the men that do my lawn are very pleasant & courteous”
- Home Maintenance client

A one page questionnaire was posted with a cover letter and reply paid envelope to 1,213 current clients of these services in March 2014. A prize of a \$100 shopping voucher was offered as an incentive to encourage responses. The number of surveys returned was 477 (average 39%). There was a large difference in the response rates across programs (9% to 91%).

The programs surveyed were:

1. Home Care Packages
2. Community Transport
3. Lake Macquarie Home Support Program
4. Linen Service
5. McAuley Outreach Service
6. McAuley Parenting
7. National Disability Insurance Scheme
8. Newcastle Home Support Program
9. West Wallsend Centre Based Meals

“I am 43 yrs of age and have seen many counsellors over the years, but none have been as helpful as this one!”
- Parenting client

Since the last survey we have restricted our services along geographic rather than program boundaries. This resulted in clients having one Coordinator for all of their services from Mercy Services. This new structure means we cannot compare some programs with previous survey results.

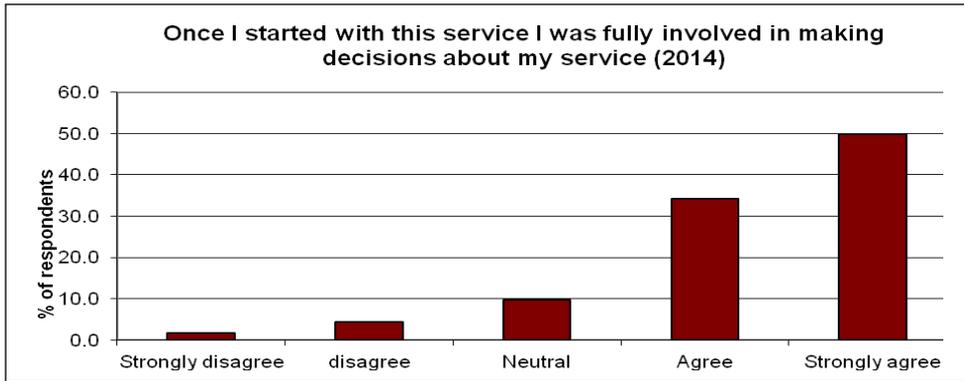
All programs achieved very high levels of satisfaction. The high levels of satisfaction were maintained even when the response rate was very high. This may demonstrate a high level of reliability in the satisfaction results.

“Mum feels she is very spoiled - her visitor is great & she looks forward to the visits”
- Home Support Program client

Table 1. Number of completed surveys and response rate by program 2009; 2011; and 2014.

	Response rate (%)			% change in response rate from 2011 and 2014
	2009	2011	2014	
CACP/HCP	60	59	48	-11
West Wallsend Centre based meals	Not surveyed separately		90	n.a.
Community Transport	49	49	42	-7
Lake Macquarie Home Support Program	Not surveyed separately		33	n.a.
Linen Service	32	42	25	-17
McAuley Outreach	29	6	9	3
McAuley Parenting	-	15	21	6
National Disability Insurance Scheme	Not surveyed separately		53	n.a.
Newcastle Home Support Program	Not surveyed separately		46	n.a.
Across all programs	49	48	39	-9

Question 1. Once I started with this service I was fully involved in making decisions about my service

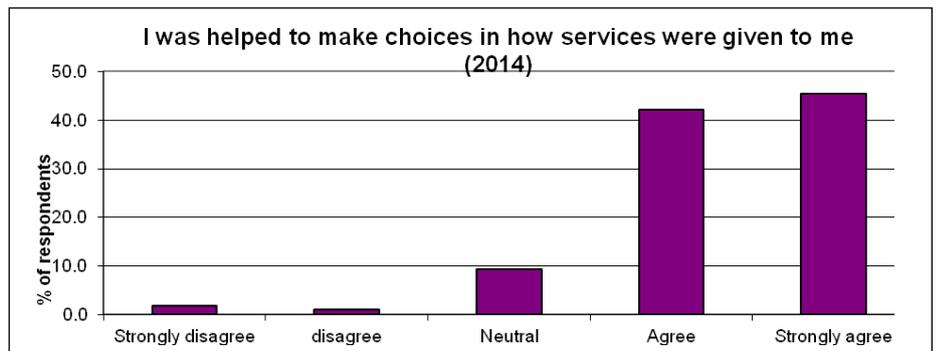


Strongly disagree 1.7%;
Disagree 4.4%;
Neutral 9.8%;
Agree 34.2%;
Strongly Agree 49.9%.

“very happy with the service”
- NDIS client

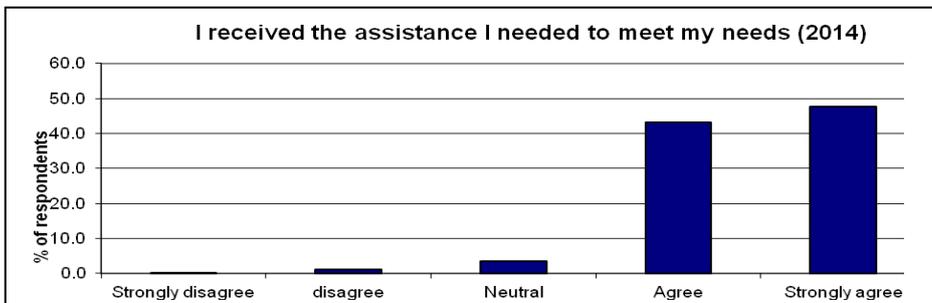
Question 2. I was helped to make choices in how services were given to me

Strongly disagree 1.9%;
Disagree 1.1%;
Neutral 9.4%;
Agree 42.2%;
Strongly Agree 45.5%.



“Mercy goes out of its way to help us wherever they can”
- Community Transport client

Question 3. I received the assistance I needed to meet my needs

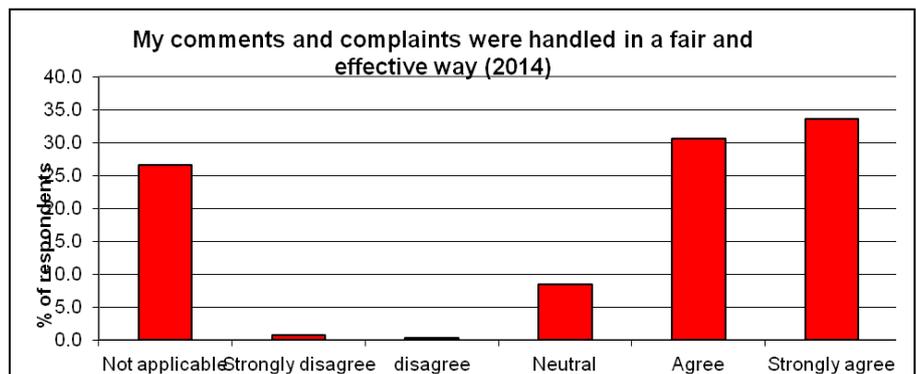


Strongly disagree 0.1%;
Disagree 1.2%;
Neutral 3.5%;
Agree 43.1%;
Strongly Agree 47.6%.

“Deliverers always cheery & friendly”
- Linen Service client

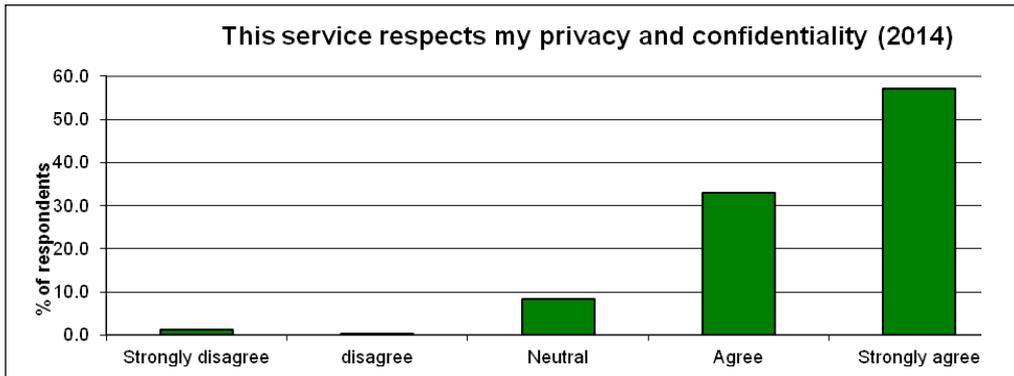
Question 4. My comments and complaints were handled in a fair and effective way

Not applicable 26.6%;
Strongly disagree 0.7%;
Disagree 0.3%;
Neutral 8.4%;
Agree 30.6%;
Strongly Agree 33.5%.



“The only time I made a complaint it was handled very promptly and professionally”
- Home Support Program client

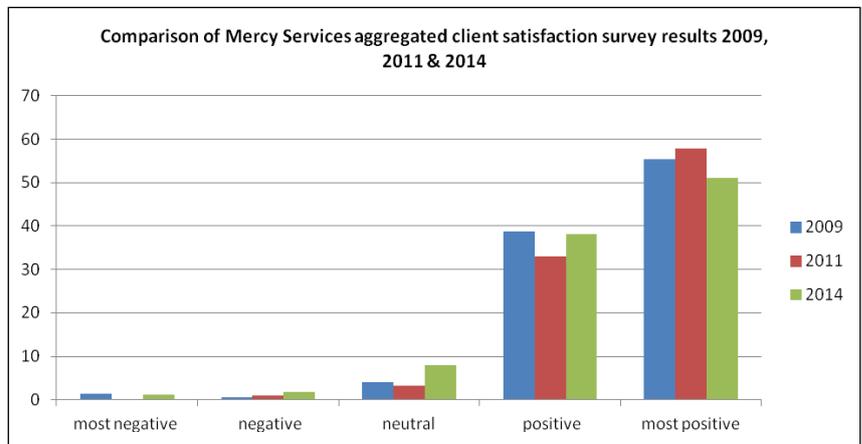
Question 5. This service respects my privacy and confidentiality



Strongly disagree 1.4%;
Disagree 0.4%;
Neutral 8.3%;
Agree 32.9%;
Strongly Agree 57%.

"I feel able to discuss my needs"
- Day Centre client

Comparison with previous years
When the scores across questions are aggregated it is obvious that almost all clients have a positive response to all questions. The positive responses ranged from 84% to 97% on each question (see graph on right).



There has been a slow decline in positive responses over the past three surveys (2009 94%; 2011 91% 2014 89%).

"Mercy Services has taken an enormous load off family members"
- Home Care Package client

Client comments were overwhelmingly positive with many specifying the attitude and skill of staff and gratitude for the ways in which Mercy Services help them.

There were a few comments asking for improvements in:

Comments/suggested improvements	Mercy Services response
<ul style="list-style-type: none"> Nothing was done about my complaint (4 people) Coordinator taking too long or not getting back to client(2 people) Standards of staff cleaning house decline over time (2 people) The inconsistent cleanliness of linen Receptionist has bad manners and not taking time to listen McAuley Outreach - appointments were made without consultation of how long client thought was needed before next appointment McAuley Parenting - some school visits were done without informing parents. McAuley Parenting - still waiting for some assessments over 12 months. McAuley Parenting - originally, our issues were dismissed but eventually got help 	<p>✓ A letter will be sent to all clients reminding them that we want their comments and of our complaints process.</p>

Comments/suggested improvements	Mercy Services response
<ul style="list-style-type: none"> Needs have changed an need more/different service now (3 people) 	<ul style="list-style-type: none"> ✓ <i>The letter to clients to also encourage clients to contact Coordinator if they want a review or changes to services.</i>
<ul style="list-style-type: none"> Not aware that some services were available (Community Transport, Home Maintenance, Home Care Packages & Home Support Program) (2 people) 	<ul style="list-style-type: none"> ✓ <i>Coordinators to ensure each client has an annual Care Plan review where the client's needs and possible service options are discussed.</i>
<ul style="list-style-type: none"> Would prefer not to change Home Care Packages Community Care Assistants (CCA) every year 	<ul style="list-style-type: none"> ✓ <i>The good reasons why we change CCAs every couple of years will be explained when we next change a client's regular CCAs.</i>
<ul style="list-style-type: none"> Could we please pay our bills at post office 	<ul style="list-style-type: none"> ✓ <i>We currently offer internet banking, direct debit and BPay through banks. BPay through Post Offices would cost about twice as much per transaction as BPay through a bank. We would prefer not to unnecessarily spend money on transaction fees.</i>
<ul style="list-style-type: none"> Make sure staff do not have a criminal record 	<ul style="list-style-type: none"> ✓ <i>The October 2014 newsletter and letter to clients to reassure clients that their staff have a criminal record check every 3 years.</i>
<ul style="list-style-type: none"> (community transport) some people could trip on other passengers 	<ul style="list-style-type: none"> ✓ <i>Community Transport drivers to discuss ways of ensuring passengers and their mobility aids do not obstruct bus aisle.</i>
<ul style="list-style-type: none"> I would like to see more outings instead of so many West Wallsend lunches 	<ul style="list-style-type: none"> ✓ <i>The Day Centre we are opening at West Wallsend in October 2014 will increase options for people.</i>
<ul style="list-style-type: none"> Would like Mercy Services (community transport) to go to Gosford 	<ul style="list-style-type: none"> ✓ <i>Our limited finances mean we cannot make long trips for one or two passengers.</i>
<ul style="list-style-type: none"> I am disappointed that the (community transport) service does not travel to our area more than twice a week and are a bit inflexible re pickups on the return trip. 	<ul style="list-style-type: none"> ✓ <i>Our limited finances mean we try to assist as many people as possible. This can mean that times and places with low demand cannot always be assisted. We also have long term agreements with day centres and activities that commit us to transporting their participants at set times. These commitments limit our ability to meet the pickup/return time preferences of other individuals.</i>
<ul style="list-style-type: none"> NDIA funding I would love to use the service 4 days a week but unfortunately I can only use it 1 day. My son goes to response where the program finishes at 3pm each day but the bus picks up from there at 2.30 	<ul style="list-style-type: none"> ✓ <i>Lack of funding for transport under NDIS is an issue we are addressing with NDIS and we encourage clients and their carers to also argue strongly for their right to get services that meet their needs.</i>
<ul style="list-style-type: none"> Questions in the client satisfaction survey are a bit obscure 	<ul style="list-style-type: none"> ✓ <i>We are reluctant to modify wording as it means we cannot compare the results with past surveys. This comment was from a Community Transport client and is understandable as most questions relate to services that are more complex than transport. The next survey letter will explain the questions as they apply to Community Transport.</i>

Conclusion

Overwhelmingly Mercy Services clients rate the service they receive with an extraordinarily high level of satisfaction. These results are seen as evidence that Mercy Services staff are meeting client needs and treating clients with dignity and respect. Reasonable efforts will be taken to address the specific requests for changes made by clients in the survey.

"my skin specialist Dr...was very pleased with the Mercy Nurses who attended my right leg dressings over 4 months"

- Home Care Package client