



Standing Committee on Health and Community Wellbeing

Inquiry into Annual and Financial Reports 2022-2023

ANSWER TO QUESTION TAKEN ON NOTICE

Asked by Mrs Elizabeth Kikkert MLA on 15 November 2023: Ms Rule took on notice the following question(s):

Reference: Hansard proof transcript 15 November 2023 [PAGE 64]

In relation to: Child and Family Centre client satisfaction survey – referral process

MRS KIKKERT: Just going back to the survey, showing a decline in client satisfaction, do you have any idea whether some of them are dissatisfied with the referral process?

Ms Rule: I do not actually have that information to hand. Can I please take that question on notice?

Ms Rachel Stephen-Smith MLA: The answer to the Member's question is as follows:

Details on the satisfaction results are below.

Number of cases closed	245
Number of people who completed the survey	134
Number of people very satisfied (S)	101
Number of people satisfied (S)	14
Number of people somewhat satisfied (S)	11
Number of people neutral (S)	5
Number of people unsatisfied (U)	2
Number of people somewhat unsatisfied (U)	1
Number of people very unsatisfied (U)	0
Number not wishing to complete/decline (D)	21
Number unable to contact (3 attempts) (UTC)	57
Number not completed as per management decision (MD)*	33

*this largely relates to cases that are active, but where there is no active involvement with the client. Cases may remain open in the event that clients may engage with the service again at a later date or where the service is actively trying to re-engage the client.

Of the 134 people surveyed, three expressed a level of dissatisfaction. The reduction in overall satisfaction levels takes into consideration those that were neutral, which accounts for the overall marginal reduction in percentage. However, within the results, only two people responded that they were unsatisfied and in both these cases the issue was not related to referrals. One person wanted

more frequent phone contact and the other person felt they should have received more support from their case worker. The client who was somewhat unsatisfied noted a lack of publicly funded support available for her child, including mental health services.

The very small number of people expressing a level of dissatisfaction is not considered statistically significant enough to analyse trends.

Approved for circulation to the Standing Committee on Health and Community Wellbeing

Signature:



Date:

26/11/23

By the Minister for Families and Community Services, Ms Rachel Stephen-Smith MLA