



## 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 76]

In relation to: Child and Family Centre Client Satisfaction Survey and data

**MRS KIKKERT:** Can the committee receive a copy of that survey, Ms Rule?

**Ms Rule:** The survey itself or the survey data?

**MRS KIKKERT:** The survey that was done. The survey data as well.

**Ms Rule:** We can provide that information for you, Mrs Kikkert.

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

A copy of the survey is attached.

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 relates to clients who have active cases, however there is no active engagement with the client. The case is often left open in the even the client may engage with the service at a later date.

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