

KALYRA COMMUNITY SERVICE Commonwealth Home Support Program CLIENT SURVEY 2016

Thank you to those clients and family members who completed the survey form. We conducted the survey in March to find out whether clients and family members were happy with the care and services provided with Community Services. Of the 168 surveys sent to clients, 75 people (45%) responded.

The vast majority of clients were very happy with the service provided. Over 90% of responses were positive ratings with approx. Less than 1% of responses being negative. The remaining 9% were satisfactory.

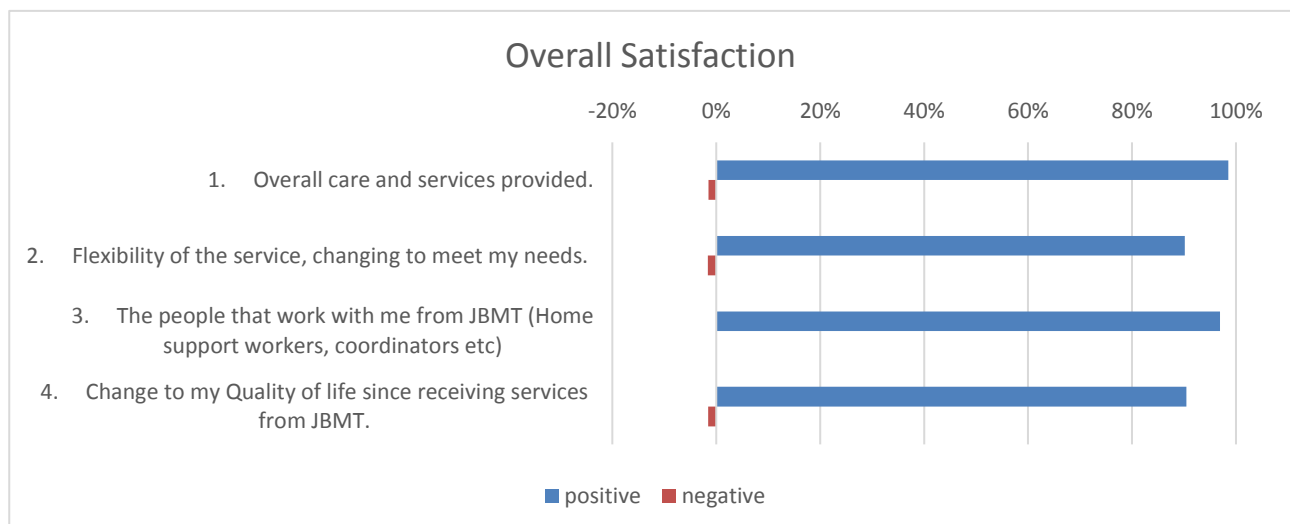
The results indicate that priority should be given for development of the following areas:

- The quality of information about services and choices available.
- The availability of Advocacy services for clients.

At the other end of the scale we had some very positive results about the service with the following elements receiving 100% positive ratings (all answers were positive)

- The reliability of staff
- The courtesy, respectfulness and friendliness of staff

We are very pleased with the result rating our staff so very highly, as we understand the importance of the best possible staff visiting your home.





Please remember that staff and management are always happy to listen to any issues of concern to you regarding your services, and to address those issues if at all possible. As well as speaking personally to staff members, you may want to use a *Feedback Form*. There should be a copy in your home folder but we have also included one with this letter should you wish to provide any feedback.

If you have any questions regarding the survey please contact the Director of Community Services.

Valerie Sandlant
 Director of Community Services