



CLIENT SATISFACTION SURVEY 2017

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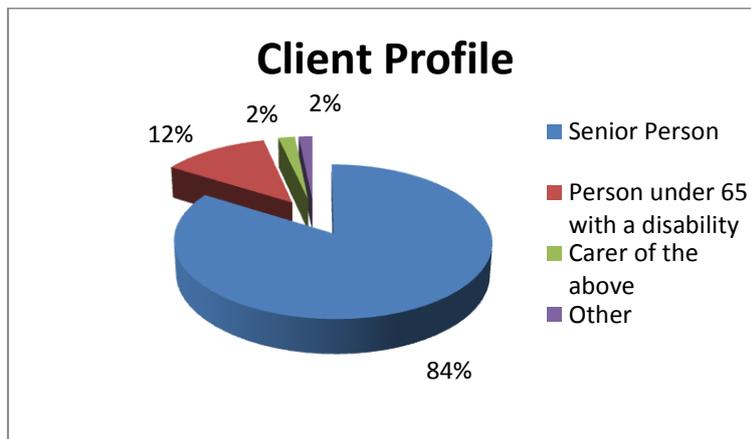
Introduction

In August 2017 HART Services conducted a client satisfaction survey inviting all clientele who had used the service in the financial year 2016-2017 to participate. This spanned the organisation's catchment area, being the three local government areas of Lismore, Kyogle and Richmond Valley. The survey undertook to ascertain the level of satisfaction clients experienced with existing services and to inform continuous improvement.

Method

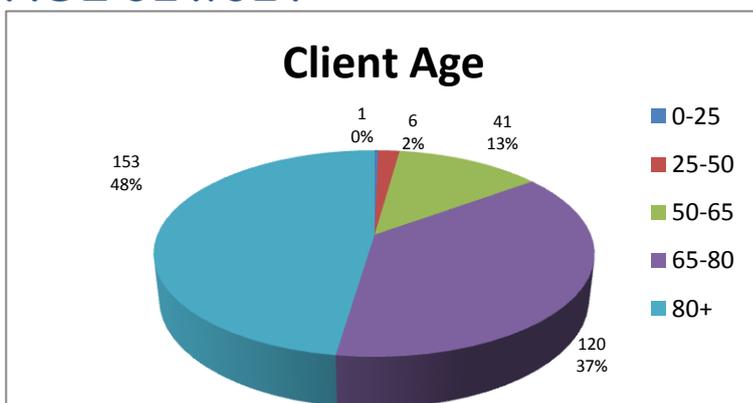
Surveys were posted with the HART Services client newsletter and handbook. Clients were informed that they could post the surveys back or return them on their next outing. A total of 1400 surveys were posted. The response rate was very good at 23%, particularly as HART Services were unable to provide stamped return envelopes on this occasion. Not all respondents answered all questions; the number of respondents is listed at each heading and is expressed as XXX/321 (321 being the total number of respondents). Percentages reference the number of respondents to each particular question.

Profile 311/321



The majority, (84%) of respondents were 'Aged' (over 65) 12% were younger people with disabilities and 2% were carers. The 2% 'other' includes people with a temporary mobility issue. Only 8 respondents identified as Aboriginal/Torres Strait Islander which does not reflect HART Services 28% Aboriginal/Torres Strait Islander service makeup. This type of survey is not culturally suitable and other methods are utilised to survey Aboriginal/Torres Strait Islander clients.

AGE 321/321



Fifteen percent of respondents were under 65, 37% were between 65 and 80 and the majority; being 48% of respondents, were 80+ years of age. This is consistent with demographic projections reflecting an increasingly aging population.

Gender 308/321

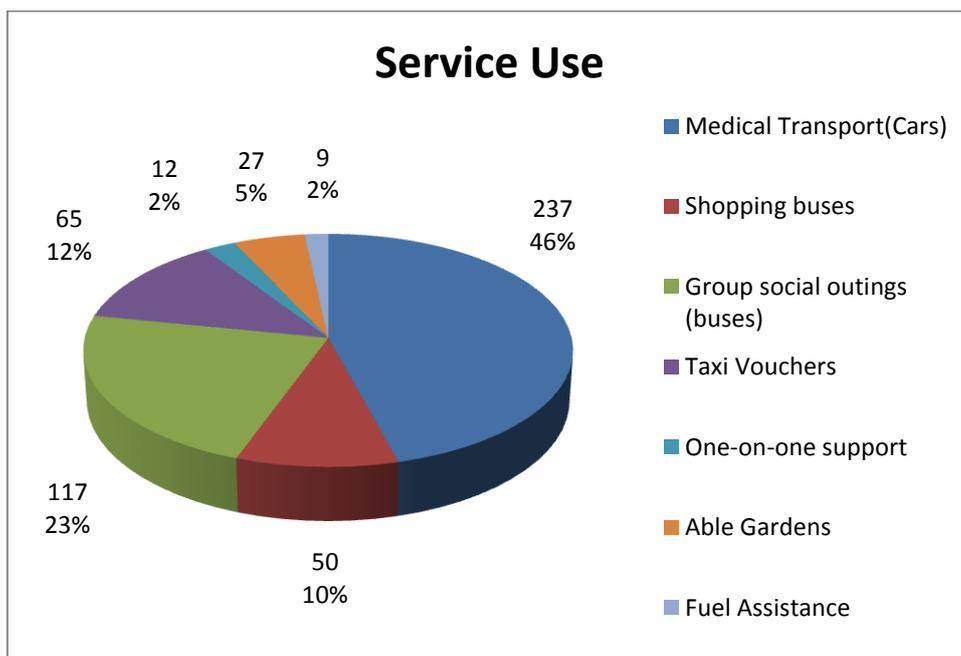
Male respondents totalled 30 % demonstrating a continued increase in men responding to HART surveys.

Survey Year	% Male Respondents
2007	8%
2012	20%
2014	27%
2017	30%

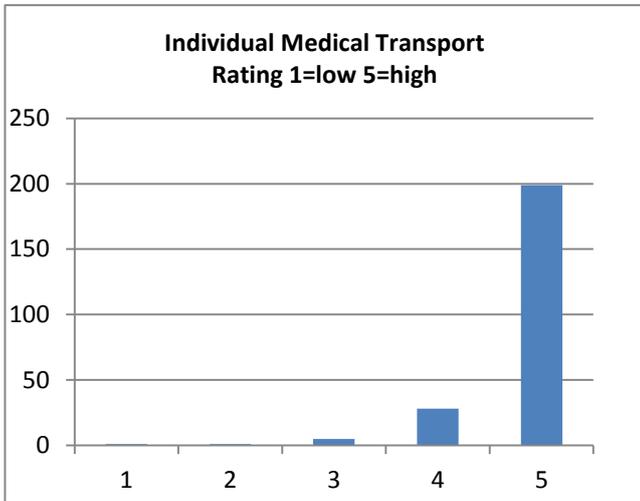
HART continues to review and structure services to be relevant and appealing to men, with male specific outings to venues of their choice. The overall numbers of male clients has slowly increased to 36%, and the frequency of usage has increased. The State average of male community transport customers is 20%. With women outliving men and women historically accessing services more so than men, HART's achievement is a very good outcome.

Service Usage and Satisfaction: 317/321

There were 517 responses to services used, indicating that 64% of respondents use more than one service. Individual Medical Transport was by far the most used service with 237 (46%) respondents indicating usage, with social outings and shopping buses following. Newer services such as Able Gardens are limited to the Lismore area and uptake will be monitored over time.



Respondents were asked to rate the services they use, 1 to 5, with 1 being low 5 being high.



Individual Medical Transport 234//321

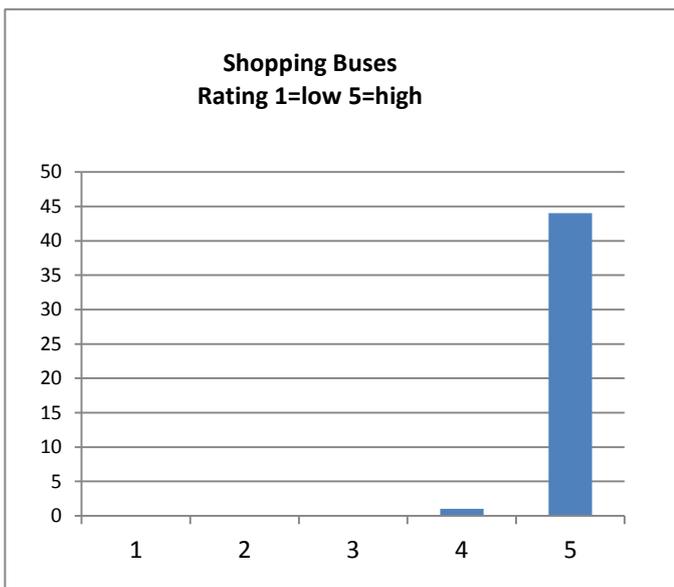
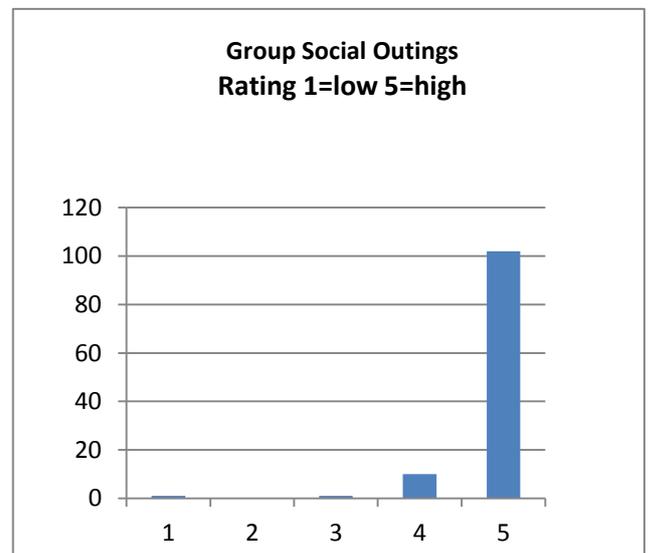
Individual medical transport rated an extremely high level of satisfaction, with 97% of the ratings falling in very high and high categories.

Group Social Outings 114/321

With group social outings 98.3% selected the 2 highest levels of satisfaction.

As one client stated:

“Social Outings are always caring and friendly”.



Shopping Buses 50/321

The Shopping Buses rated an exceptionally high level of satisfaction with 100% of respondents selecting the 2 highest scores.

Taxi Vouchers 63/321

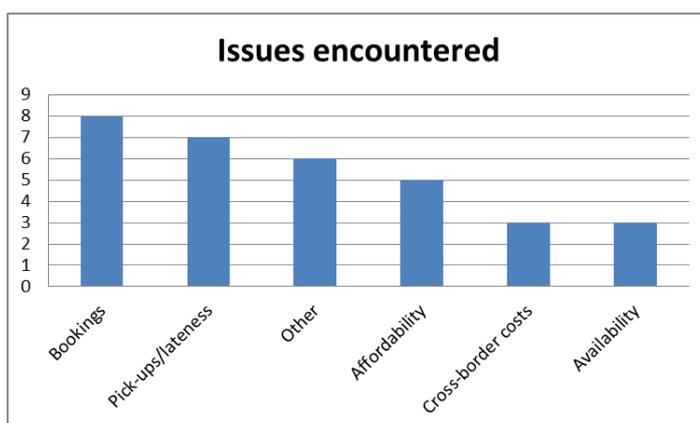
Taxi vouchers were rated at 94% in the top ratings, also demonstrating an overall high satisfaction level. The vouchers enable people to visit loved ones and to attend support groups, at a time which suits them.

Service improvement comments 20/321

Only 20 people, responded to the question “If you are unhappy with any service aspect, could you expand, we need to know in order to improve it”

Mostly dissatisfaction related to service unavailability (weekends) or new services not being available in their area e.g. Able Gardens. There were several comments regarding bus runs being too short, too long or needing more toilet stops. Long distance cross-border trips were cited as too expensive. People wanted to do more with the visiting vouchers and one person found it difficult to exit the cars.

The question was expanded and prompts provided by asking: “Have you had any difficulties with HART Services? For example- bookings, late pickups, services not available, too expensive”. There were 32 responses to this. Some respondent stated that several years ago there was an issue. The question should have had time parameters, e.g. “in the last year” in order to know current issues. However some valuable information was gathered to further continuous improvement. The graph below summarises the types of issues encountered.



Making a Complaint

Respondents were asked if they knew how to make a complaint and 85% stated that they did. Respondents who stated that they didn't were directed to the relevant information posted with the survey. HART Services have progressively educated clients as to their rights and how to make a complaint or offer feedback.

Client Satisfaction 219/321

There were 219 responses (68% participation) to the question “If you are happy, what is it we are getting right?” Overall there is a very high level of satisfaction, especially relating to HARTS' friendly caring staff and the reliability of services.

Below is a sample of the responses:

- *On time for appointments*
- *Courteous attitude of the staff*
- *Excellent service- could not improve. Very good*
- *A nice day out with good friends*
- *Efficient, polite and friendly helpers on the buses*
- *Buses, taxis when needed, cars. Lovely workers helpful. Correct info. re booking cars*
- *The assisted help and friendliness*
- *Fulfilling this small towns need for transport*
- *Help me to get out have fun and make friends on the bus. Staff are respectful and cheerful*
- *You look after everyone very well and help them in any way you can*
- *I am extremely happy with HART Services whether it's the shopping & social buses, medical & taxi drivers*
- *You are getting our age group out and about*
- *The service is wonderful. The drivers are always on time and courteous, kind, friendly.*
- *The volunteers are wonderful, helpful in every way, happy, smiling*
- *Care and attending to my needs with walker and ordering meals*
- *I enjoy all the outings and medical transport drivers for HART have been most helpful*
- *Your drivers are always on time and handle themselves with professionalism*
- *I like the days out with the men as it's always somewhere different at really good prices*
- *Honesty, integrity, compassion, great staff and volunteers, helpful and understanding*
- *Assistance in and out of car. Assistance into buildings*
- *Just being there. Can't do without you.*
- *I find everyone so helpful and friendly and always ready to have a chat. Always there to help and make us feel special*
- *Well organised. Helpful cheerful people*
- *Pick up at front door, friendly supportive, familiar with destination. Truly I couldn't find fault*
- *I feel that we are cared about as Senior Citizens and Disabled People*
- *looking after the Elders*
- *Lovely people on the Shopping Bus. Can't speak highly enough*
- *People from the office to the drivers are very friendly and helpful*
- *Always tries their best to get you a car and the drivers really look after you*
- *Always on time. So helpful in assisting me, especially after attending eye specialist & I have difficulty seeing after procedures with doctors. I always feel so safe*
- *Social outings are always caring & friendly*
- *I think it is a great service. The drivers are very happy & friendly. I have never had any problems. Picked up on time and collected on time. I don't know what I do without HART. Thank you all*

Summary

Overall clients are extremely satisfied with HART Services. HART are providing quality services that meet clients' needs and are generally considered reliable and efficient. According to the positive feedback received, staff and volunteers are friendly and person-centred and HART have been successful in attracting and retaining male patronage. There are however concerns occasionally with bookings and that the cross-border trips are expensive, also there is not the desired availability of service provision across all areas. Within a changing funding environment, unfortunately, some issues are likely to increase. Twelve percent of the respondents were younger people with disabilities. The funding for this program is ending in June 2018 as the NDIS is rolled out. It is likely that many of HART Services clients will not receive an NDIS plan as transport is frequently an entry-point service; availability of services will become a serious issue for many. HART Services are assisting clients to transition where possible.
