

CISS Satisfaction Survey Report



Carer Information and Support Service (CISS) Service Satisfaction Survey Report

February 2017

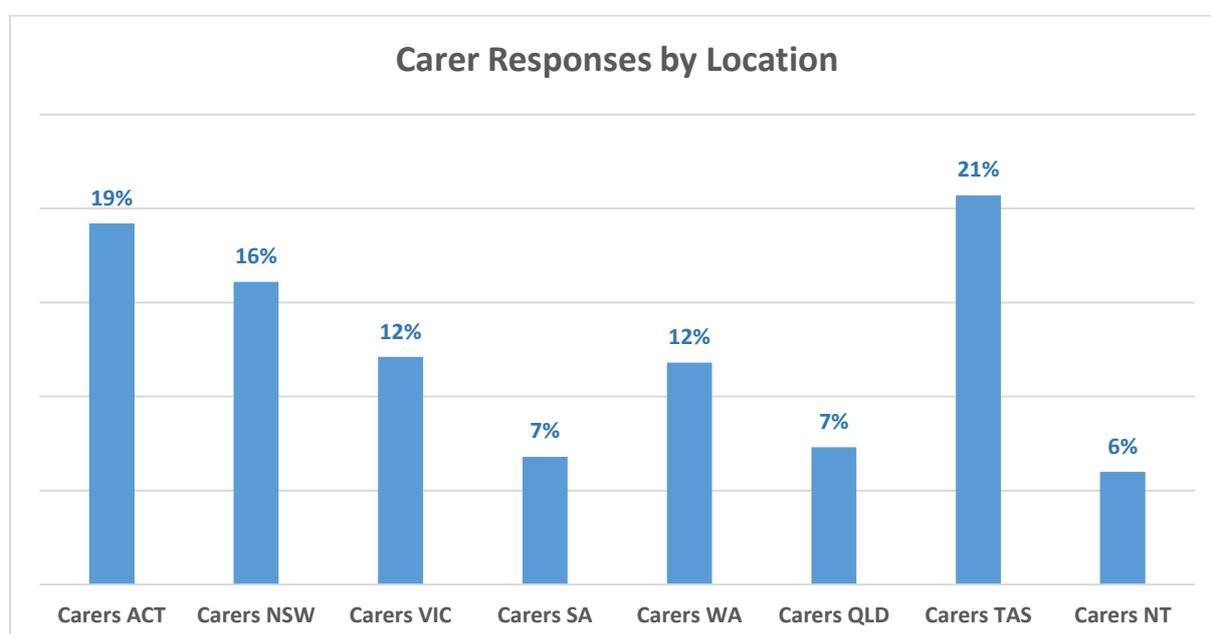
AN AUSTRALIA THAT VALUES AND SUPPORTS ALL CARERS

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Executive Summary

The Carer Information and Support Service (CISS) Service Satisfaction Survey was initiated in 2014 as part of the Network's National Performance Framework project which was led and driven by Carers Australia. The survey was initially piloted by Carers Queensland and Carers ACT and then, with some adjustments, was conducted as a national survey by all associations from October 2015 to June 2016.

The purpose of this survey was to measure satisfaction levels of carers contacting the Carer Information and Support Service (CISS). Overall there were 735 participants, with strong response rates from carers in Tasmania and the ACT.



The overall results from the survey are very positive, indicating a high level of carer satisfaction from contacts to the CISS program. Specifically;

Primary Satisfaction Survey Results	
89%	Agree that they received information and services relevant to their needs.
79%	Were better able to deal with issues that they sought help with after contacting us.
90%	Believed they received a timely response.
91%	Felt that they were respected and that their issues were understood.
84%	Agreed that they knew where to go for further information to help in their caring role

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When asked if there were areas where the service could be improved, the vast majority of respondents (83%) were unable to suggest improvements. The suggestions that we did receive fell into the following categories;

- more proactive engagement and follow up,
- improved promotion of carer services,
- improved staff training,
- more assistance with navigating complex service and support systems, and
- more services, particularly flexible support groups.

Carers Australia believes this survey provides an evidence base which indicates a strong national level of performance in the provision of information and support services to Carers.

Carers Australia acknowledges that the service improvement comments provide a unique opportunity for the Carers Network to address particular service issues, and as part of our commitment to continuous improvement, we will work together to develop strategies for addressing them.

At the same time as this survey was being implemented, the Department of Social Services (DSS) which funds all of our national programs, introduced a new electronic data reporting system (DEX) which included a framework for capturing service satisfaction data.

DSS have since developed a template for collecting a broad range of consumer feedback on client service outcomes, and satisfaction data, and have currently commenced a pilot of this Client Survey. DSS expect that all service providers will be required to offer this survey to all clients accessing funded services from July 2017.

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Background

The Carer Information and Support Services (CISS) Satisfaction survey was an initiative of the Carers Network of Associations Chief Executive Officers as part of a broader National Performance Framework. The National Performance Framework was a joint endeavour initiated by the Carers Network in 2014 with one of the three main themes being to develop a national evaluation strategy for carer services.

Prior to its full implementation across all associations in October 2015- July 2016, the survey was trialled in Queensland and ACT with feedback from these trials assisting to shape the final survey template.

Design

Post the pilot phase a number of changes were made to the design of the survey based on feedback, and to align it with the new Department of Social Services Data Exchange SCORE framework for service satisfaction questions. This included the response scale being amended to a Likert scale, and some questions being refined or deleted.

These changes resulted in the final development of a 17 question survey with the response measures predominantly using a Likert scale, multiple choice response or free text fields, in order of frequency. A copy of the survey is available at Attachment A.

To complete this survey, participants were required to be 18 years of age or over and have engaged with the Carer Information and Support Service.

Implementation Strategy

In consultation with the Carers Network a mixed method of delivery was deemed most appropriate to ensure all carers had equal opportunity to participate.

This meant the survey was hosted online via a Survey Monkey platform, and was available in electronic or hardcopy formats.

The following results focus on the 6 components of the 17 question survey based on satisfaction. The remaining 11 questions concentrated on demographic information and the type of services provided. A summary of responses to these questions is provided in Attachment B.

Results

The survey resulted in between 617 and 648 responses per question from participants all over Australia.

To ensure the results were a representative sample of the Australian carer population we analysed the participants on their age and gender characteristics. This was then compared to the carer data from the 2012 Australian Bureau of Statistics

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census. The analysis confirmed that this survey had achieved a representative demographic profile. Please see Attachment C.

Satisfaction Component 1

‘As a result of contacting your association, you gained access to the information and services that are relevant to your needs and caring situation’.

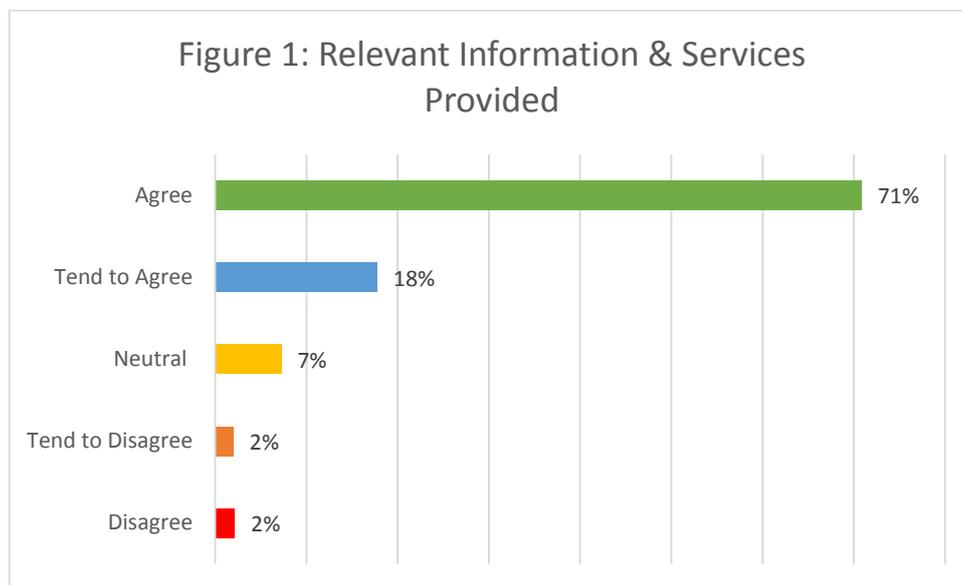


Figure 1 Total Responses: 648

Figure 1 indicates that a total of 89% of participants felt they gained access to the information and services relevant to their needs.

Satisfaction Component 2

‘Since contacting your association I am better able to deal with the issues that I sought help with’.

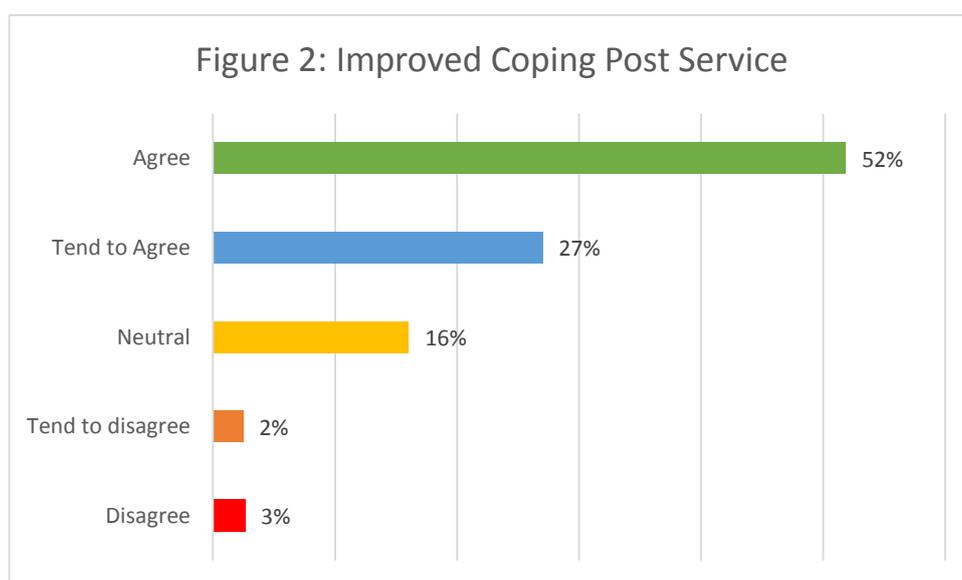


Figure 2 Total Responses: 648

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Figure 2 indicates 79% of participants felt they are better able to deal with their situation once contacting their carers association.

Satisfaction Component 3

‘When I contacted the CISS for information and support I received a timely response’.

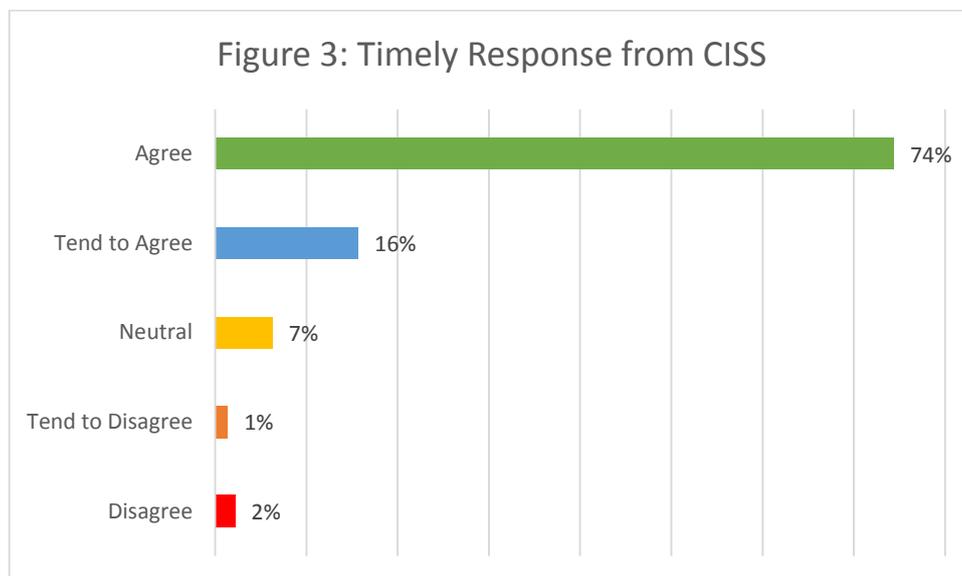


Figure 3 Total Responses: 648

Figure 3 indicates 90% of participants believed they received a timely response from the Carer Information Support Service.

Satisfaction Component 4

‘The CISS staff listened to me, I felt respected and believe they understood my issues’.

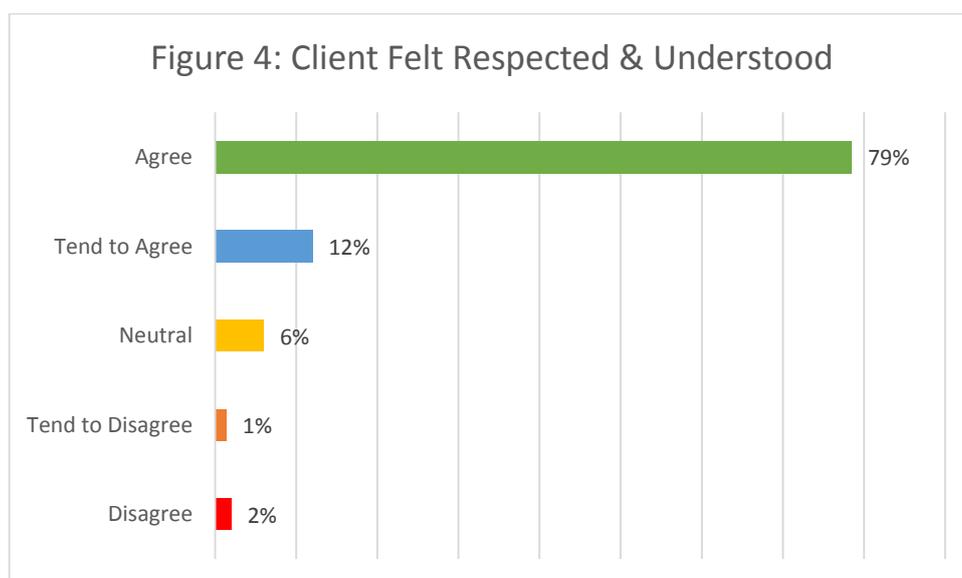


Figure 4 Total Responses: 648

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Figure 4 indicates 91% of clients felt understood and respected by the Carer Information and Support Service.

Satisfaction Component 5

'I now know where to go if I need further information to help me in my caring role'.

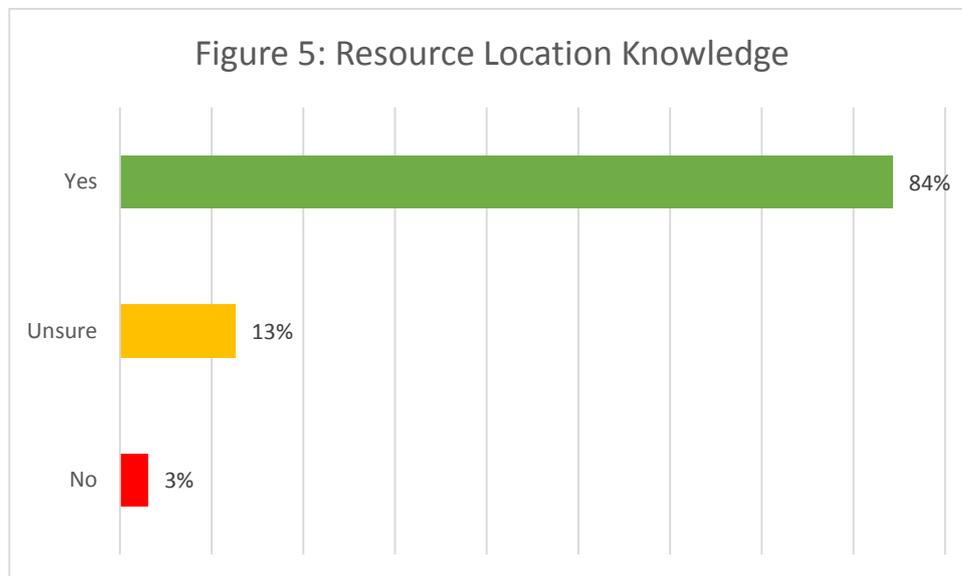


Figure 5 Total Responses: 617

Figure 5 details 84% of participants felt they knew where to get further information from regarding their caring role.

Satisfaction Component 6

'Is there any way we could have improved our service?'

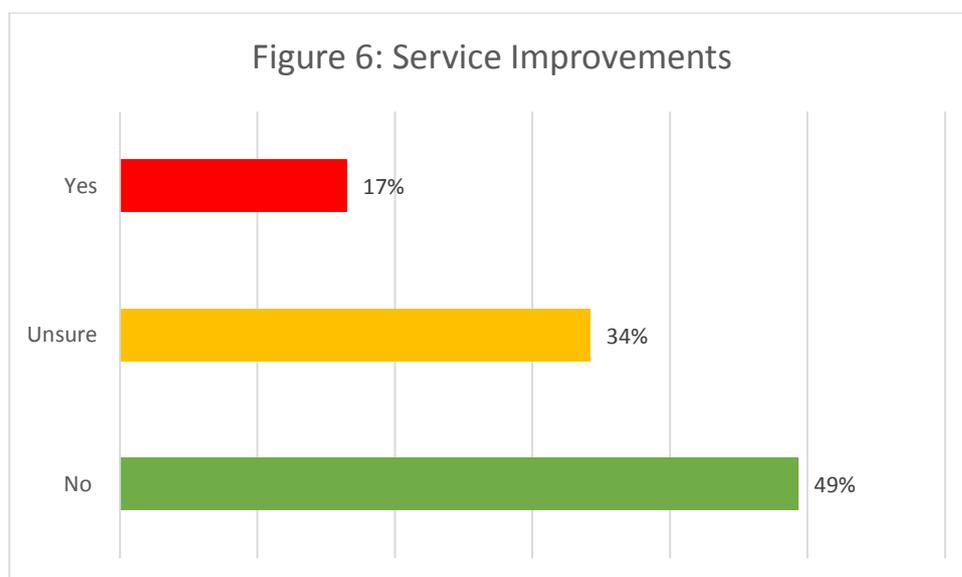


Figure 6 Total Responses: 617

Figure 6 shows that 17% of participants felt we could improve our service. 34% were unsure, and 49% felt our service could not be improved.

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Service Improvement Comments

The comments section of Component 6 was analysed to identify common themes for continuous improvement opportunities;

- Proactive engagement and follow-up
- Improved staff training
- Additional services, particularly flexible support groups
- Better promotion of carer services
- Assistance to navigate complex service support systems

Discussion

Overall results indicate a high level of satisfaction from Clients across Australia accessing the Carer Information and Support Services via the Carers Network.

Our ability to fulfil our clients need

One of the two key components of satisfaction, was gauged by asking participants to indicate the relevance of information provided, and if they were better able to cope after contacting the Service.

Results showed that 71% of carers agreed, and an additional 18% tended to agree, relevant information was provided. Improved coping was felt by 79% of participants (52% agreed and 27% tended to agree).

On this basis we can conclude that the Carer Information and Support Service's ability to address client need is accomplished in 84% of interactions.

Was need managed in an acceptable manner?

For the second core component of satisfaction, we asked carers to indicate how efficient the services response was and, if they felt understood and respected during their interaction with the CISS. Answers indicated our ability to provide a timely response was achieved at a rate of 90% (74% agreed, and 16% tended to agree). Further it was shown that 91% (79% and 12% agreed and tended to agree respectively) indicated they felt understood and respected by our service employees.

From these figures we can conclude that 90% of clients felt that they received service in an appropriate manner.

While these figures are very positive, there was a small number of carers who felt that their need was not addressed (5%) or their treatment was not satisfactory (4%).

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I know where to get additional information for my caring role

In relation to knowledge of resource location 84% of carers felt this had been their experience. This result supports the high ratings provided in the satisfaction questions above relating to needs being met and appropriate manner.

Is there any way we could improve our service?

49% of the carers responding to this question indicated that they felt our service was as good as it can be, with an additional 34% stating they were unsure of ways we could improve. This combined produces a total of 83% positive or neutral satisfaction. The remaining 17% of carers commented on a number of areas they felt that we could improve.

The comments suggesting service improvements are grouped under 5 key areas;

- **Proactive engagement and follow-up.**
This theme was identified as the most common in the free text analysis. Comments strongly relating a desire for carer organisations to touch base with clients on an ad-hoc basis, and also to ensure that we return calls when we say we will.
- **Improved staff training.**
Carer feedback indicated a need for Carer Associations to ensure staff are trained in a consistent manner and have accurate up to date information at all times.
- **Additional Services particularly support groups**
Within this category there was a theme of clients wanting to have more support groups at more flexible times (outside of work) particularly in regional areas.
- **Better promotion of carer services**
These comments indicated a desire for increased promotional efforts through additional advertising and awareness activities.
- **Assistance to navigate complex service support systems**
A need for our services to better assist with and clarify the complex relationships and boundaries across all the community service providers, the primary and allied health sectors, and government departments and agencies such as Centrelink and the NDIS.

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ATTACHMENT A



At Carers we want to improve our service and make sure we are assisting you in the best possible way. We would like to hear about your experience of our service - what did we do well and what could we do better. We would like to know how your circumstances were affected as a result of contact with our service.

The survey is completely anonymous – no personal details will be collected. The survey takes approximately 10 minutes to complete.

If you would like to talk to someone about this survey, please call us **1800 242 636**.

If you are seeking information, assistance or support for yourself as a carer, please call the Carer Advisory Service on free call (free from a land line only) **1800 242 636**.

*** 1. What State/Territory are you from? Please click on the drop down arrow for your choice.**

The following questions are about your experience with the service.

*** 2. As a result of contacting [Q1], I gained access to the information and services that are relevant to my needs and caring situation.**

- Disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to agree
- Agree

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*** 3. As a result of my contact with Carers, I was assisted with (please select all that apply):**

- Relevant information and advice
- Linkage to support services for the person I care for
- Linkage to support services that are available to carers
- Gaining skills to help manage my own stress
- Getting emotional support as a carer

*** 4. Since Contacting [Q1], I am better able to deal with the issues that I sought help with.**

- Disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to Agree
- Agree

*** 5.**

What services have you received from [Q1] in the past year? (Please select all that apply)

- Information and advice
- Counseling
- Respite
- Carer support groups
- Carer education workshops

6. What other services or supports have you linked with as a result of contacting [Q1]? (please select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Home Care | <input type="checkbox"/> Disability Services |
| <input type="checkbox"/> Advocacy | <input type="checkbox"/> Education and Training |
| <input type="checkbox"/> Aged Care Services | <input type="checkbox"/> Health Professionals |
| <input type="checkbox"/> Mental Health Services | |

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*** 7. When I contacted the Carers Advisory Service for information or support, I received a timely response.**

- Disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to Agree
- Agree

*** 8. The [Q1] staff listened to me, I felt respected and believe that they understood my issues.**

- Disagree
- Tend to disagree
- Neither agree nor disagree
- Tend to Agree
- Agree

*** 9. I now know where to go if I need further information to help me in my caring role.**

- Yes
- No
- Not Sure

*** 10. Is there any way [Q1] could have improved our service**

- No
- Not sure
- Yes

Please tell us how we can improve

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Information About You

Our surveys are confidential and we always respect the privacy of our clients. However it will help us to use your feedback if we have some basic information about you and your care situation.

* 11. What is your age?

- 18-25
- 26-35
- 36-45
- 46-55
- 55-64
- 65+

* 12. What is your gender?

- Male
- Female
- Unspecified

* 13. How long have you been in a caring role?

- less than 3 months
- 3 - 12 months
- 1 - 2 years
- 3 - 10 years
- More than 10 years

* 14. Are you of Aboriginal or Torres Strait Islander background?

- Yes, an Aboriginal background
- Yes, a Torres Strait Islander background
- Yes, both an Aboriginal and Torres Strait Islander background
- No
- Prefer not to answer

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*** 15. Are you from a Culturally and Linguistically Diverse background? e.g. Do you mainly speak a language other than English at home?**

- Yes
- No
- Prefer not to answer

If Yes, please identify your country of birth and the language spoken at home:

*** 16. What is your relationship to the person you care for?**

- Spouse or partner
- Son or daughter
- Parent
- Other relative
- Friend or neighbour

*** 17. What condition/s does the person you are caring for have? Please select as many as necessary.**

- | | |
|---|--|
| <input type="checkbox"/> Physical disability | <input type="checkbox"/> Chronic illness |
| <input type="checkbox"/> Intellectual disability | <input type="checkbox"/> Terminal illness |
| <input type="checkbox"/> Frailty due to age (65 plus) | <input type="checkbox"/> Mental illness |
| <input type="checkbox"/> Dementia | <input type="checkbox"/> Drug or alcohol dependence |
| <input type="checkbox"/> Neurological condition | <input type="checkbox"/> Other (please specify below): |

.

Thank you for your feedback. With your valuable input we will develop ways to improve our service to support you in your caring role.

If you would like further information or support, please contact the Carers [Q1] office on **1800 242 636** (free call from a land line).

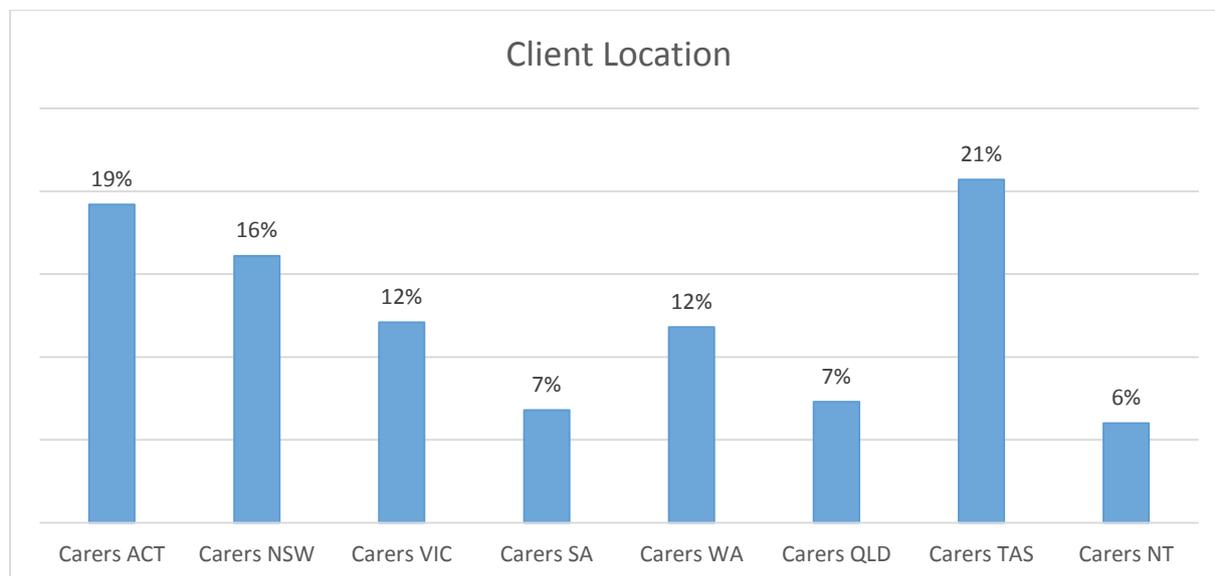
Please click 'Done' to submit your survey.

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ATTACHMENT B

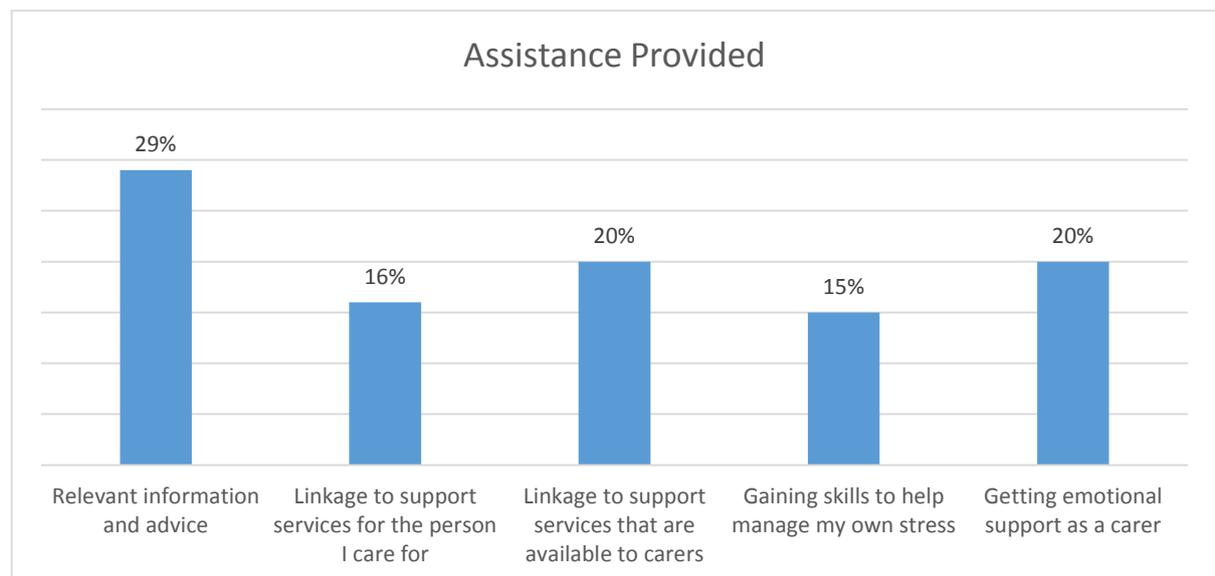
A brief summary of the questions which were not directly related to satisfaction has been provided here.

“Where are you located?”



Completed by 735 participants

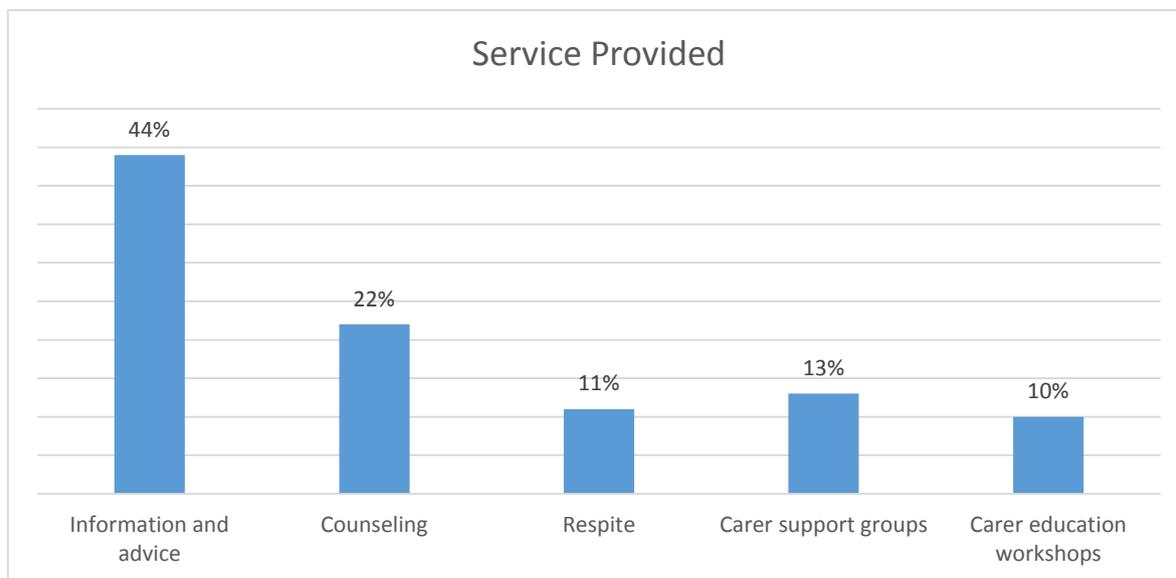
“As a result of my contact with Carers, I was assisted with (please select all that apply)”



Completed by 648 clients

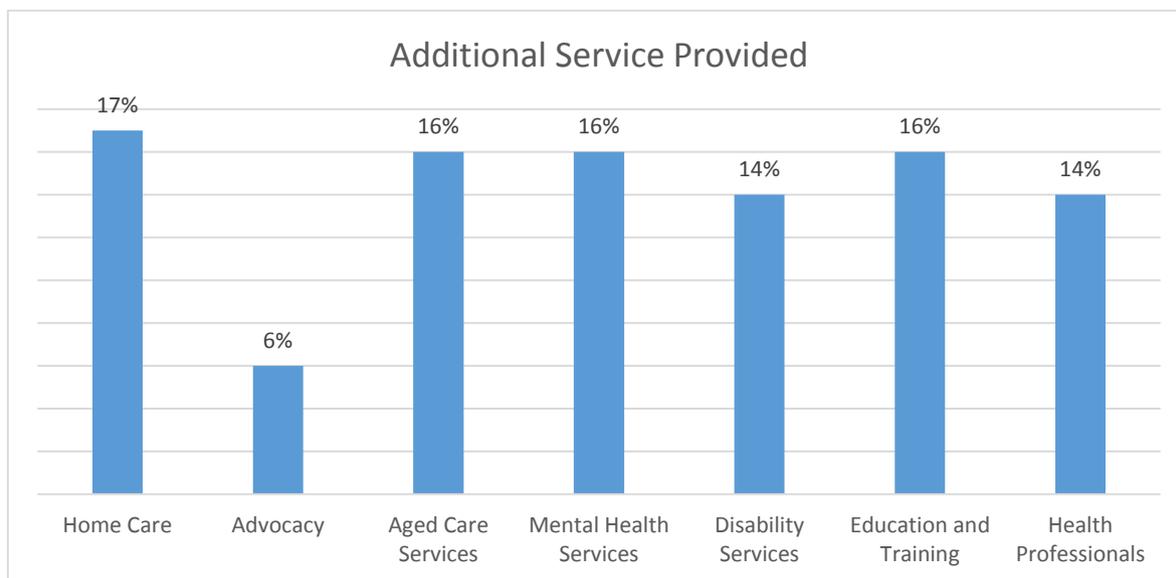
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“What services have you received from your Carers Association in the past year?”



Completed by 648 clients

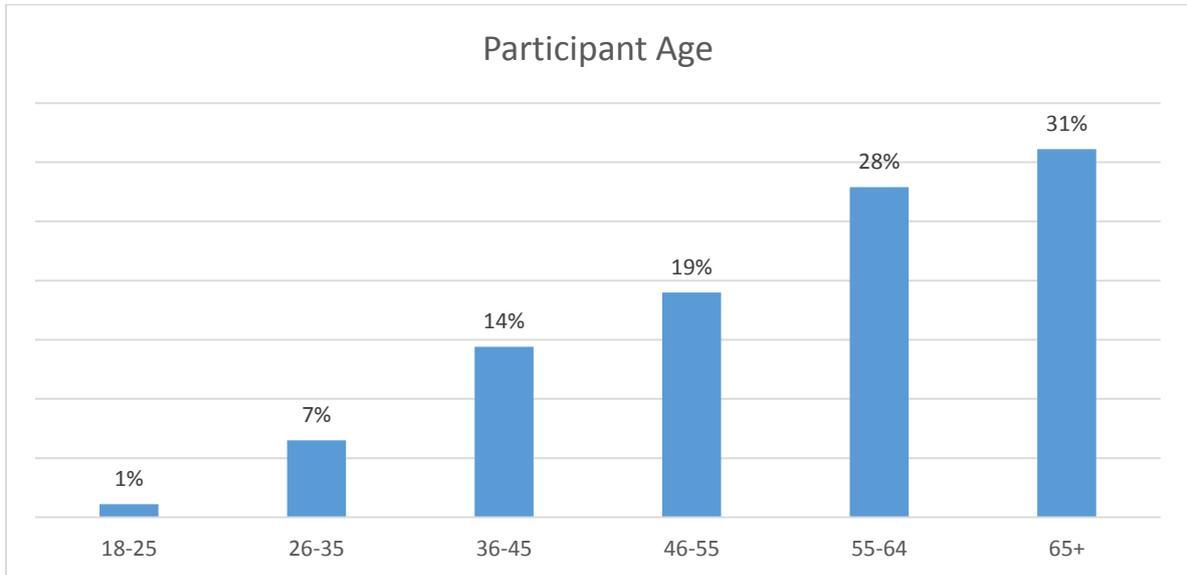
“What other services or supports have you linked with as a result of contacting your Carers Association; Please select all that apply”.



Completed by 499 participants

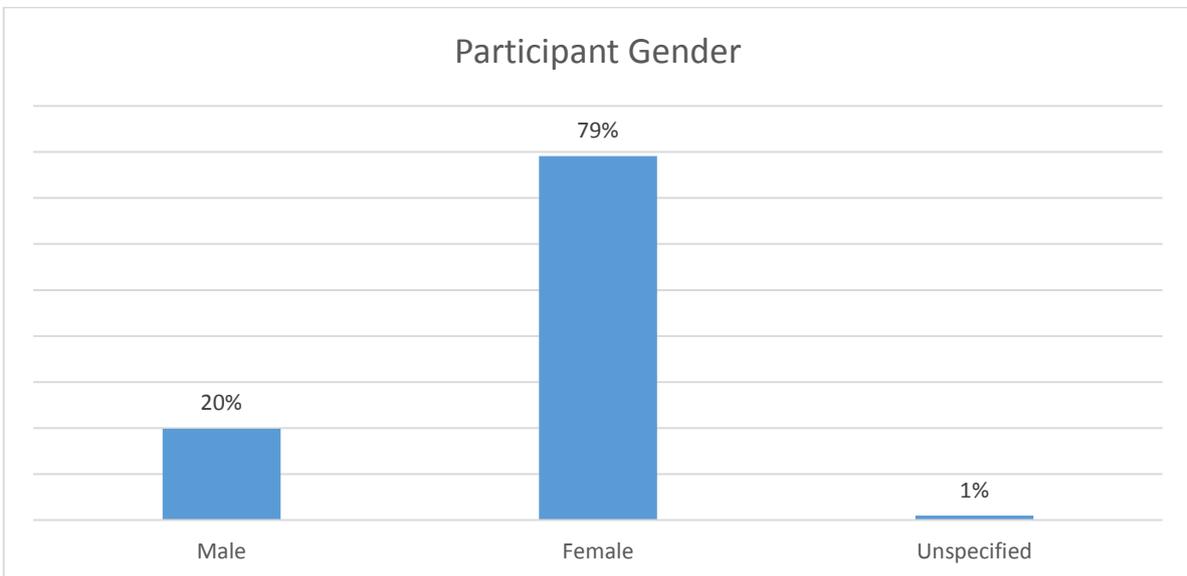
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“What is your age?”



Completed by 617 participants

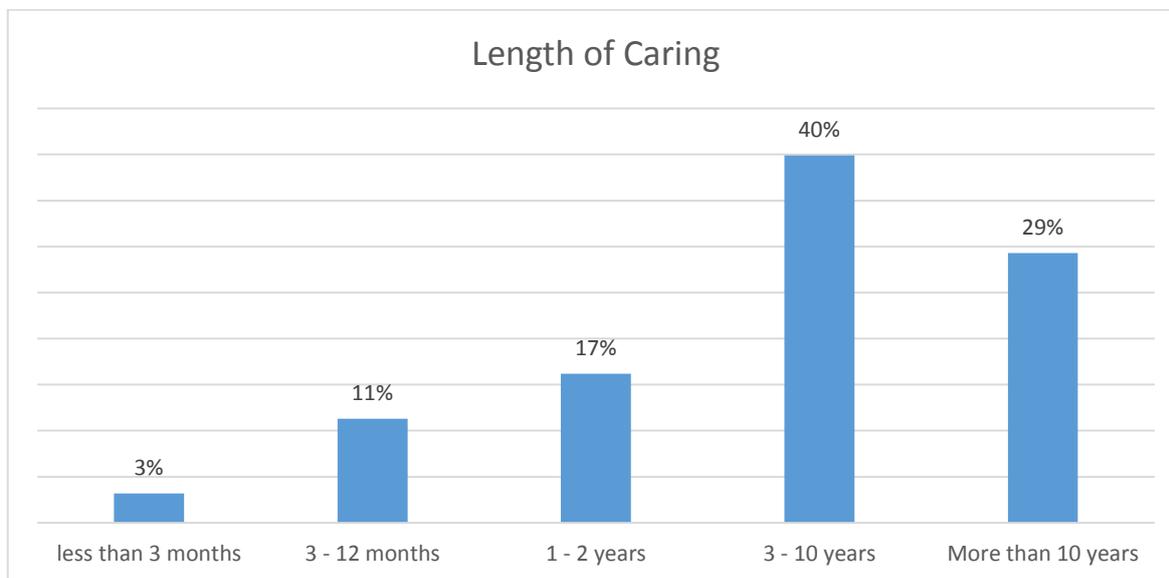
“What is your gender?”



Completed by 617 participants

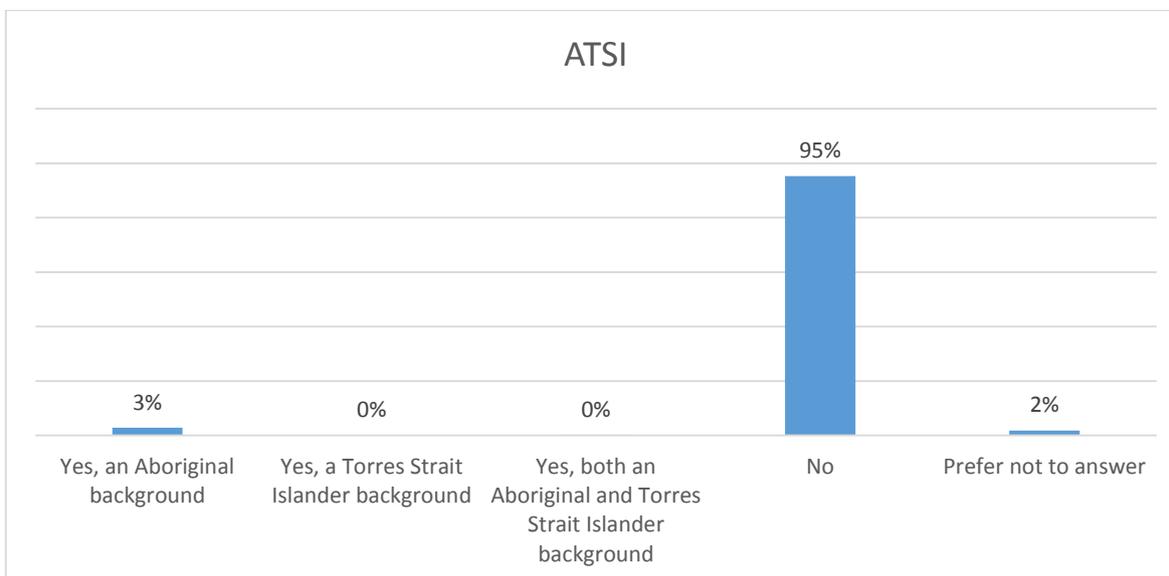
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“How long have you been in a caring role?”



Completed by 617 participants

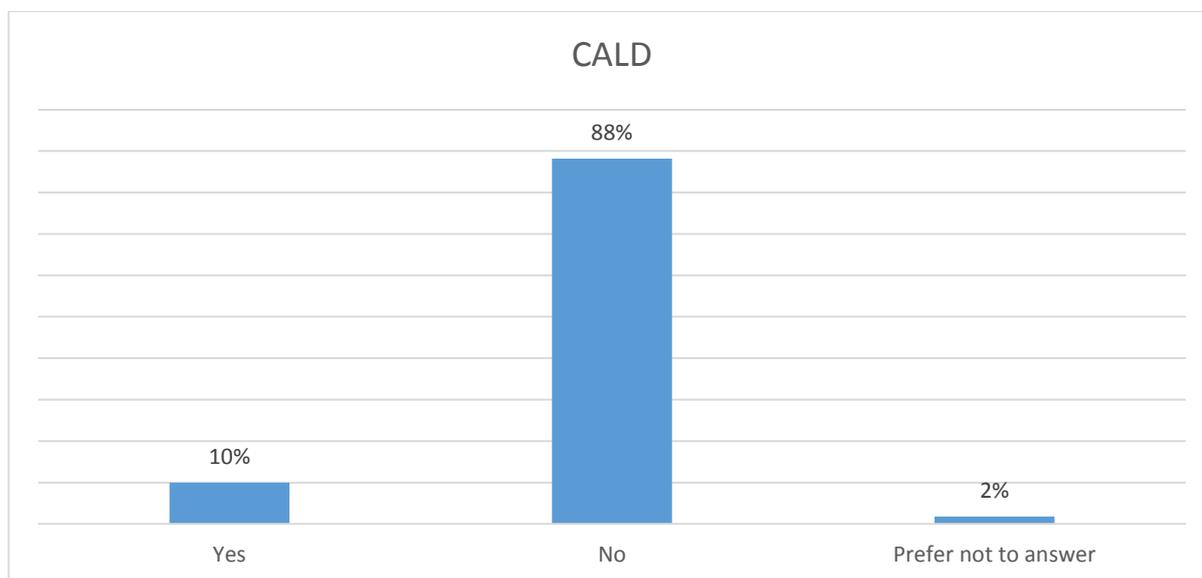
“Are you of Aboriginal or Torres Strait Islander background?”



Completed by 617 participants

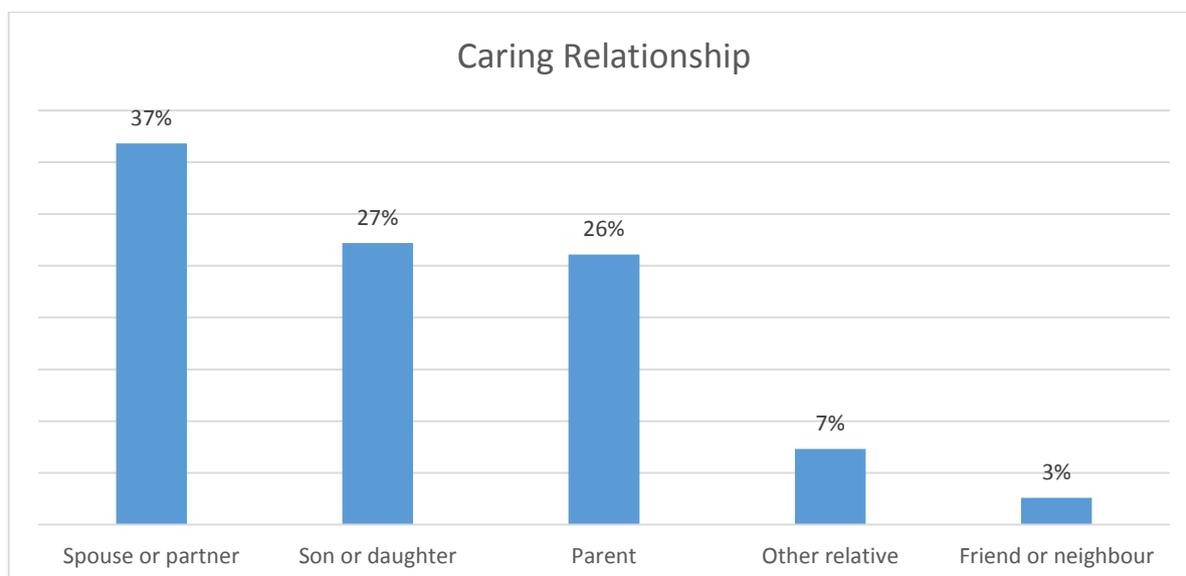
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“Are you from a Culturally and Linguistically Diverse background? e.g. Do you mainly speak a language other than English at home?”



Completed by 617 participants

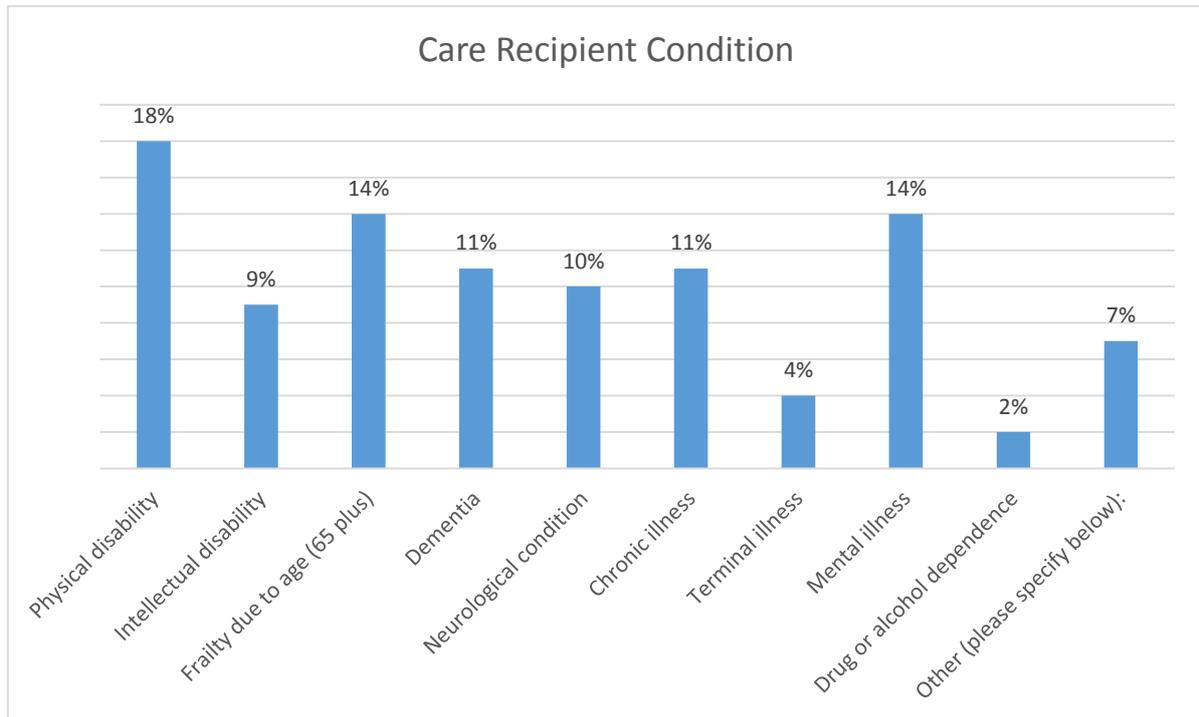
“What is your relationship to the person you care for?”



Completed by 617 participants

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“What condition does the person you are caring for have? Please select as many as necessary.”



Completed by 617 participants

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Representative Sample

ATTACHMENT C

