



Factsheet – Some things you might want know about the Client Experience Tracker

Why do you seek client feedback?

At UnitingCare Community, we're continually seeking to improve the standards of our services and rely on your feedback.

Understanding your experience helps us to ensure the support we're providing is useful, valued, of high-quality and appropriate for your needs.

The feedback devices we use are called Client Experience Trackers (CETS). They have been designed to provide you with a fast and simple platform to tell us what you think about the service or care you receive.

How do I use the Client Experience Tracker?

The feedback device outlines five statements and provides you with the opportunity to rate how you feel about these statements.

All you need to do is press the button on the keypad that most clearly represents your response to each statement.

Please take the time to answer each one and help us to identify what is most important to you and where we can make improvements.



Thank you for your participation.

Are my responses confidential and anonymous?

The survey is confidential and all responses are anonymous which means no one can identify you from your survey submission.

Your responses are simply recorded by pressing the appropriate response on the CET. This information is automatically collated within the system and sent via the mobile telephone network to an external data server. Responses are provided back to the service in a collated format so no one response can be identified.

All surveys are time and date stamped to enable teams to identify real-time issues or patterns within the service program.

What if I require assistance to answer the questions?

At UnitingCare Community, it is our priority to ensure the feedback we receive is independent and confidential. If you can independently provide feedback on the CET, we encourage you to do so. However, where assistance is required, staff will engage with you or your carer to help identifying the level of support you need.

In some cases, UnitingCare Community will engage with volunteers, independent advocates or other staff members who are not involved with providing direct services to you, to assist you to provide feedback, by entering your responses on your behalf.

What if I have more to say?

In addition to this device, you are also able to provide feedback on our services by talking to a UnitingCare Community staff member. Our staff welcome the opportunity to discuss how we can improve our service. Alternatively, you can contact us by email or telephone phone:

Email: feedback@uccommunity.org.au

Phone: (07) 3250 1900

For more information on these devices, please contact our Service Improvement Team on 3250 1900.

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