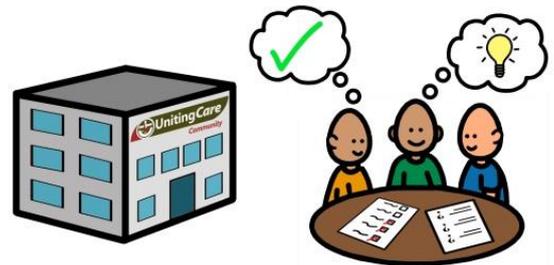


Factsheet – Client Experience Tracker

Why do we seek client feedback?

- At UnitingCare Community, we're continually seeking to improve the standards of our services
- Understanding your experience helps us to ensure the support we're providing is useful, valued, of high-quality and appropriate to your needs.



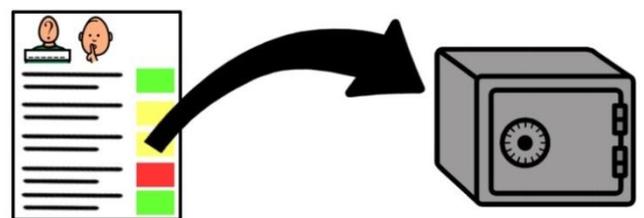
How do I use the Client Experience Tracker?

- The feedback device outlines five statements and provides you with the opportunity to rate how you feel about these statements.
- You need to press the button on the keypad that most clearly represents your response to each question.



Are my responses confidential and anonymous?

- The survey is confidential and all responses are anonymous.
- Your responses are recorded by pressing the appropriate response on the feedback device. 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.

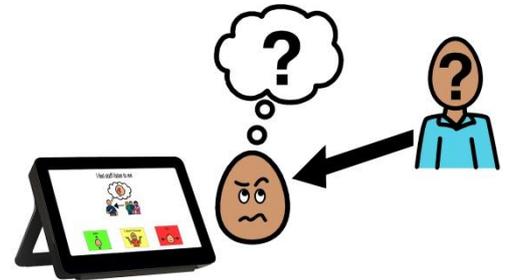
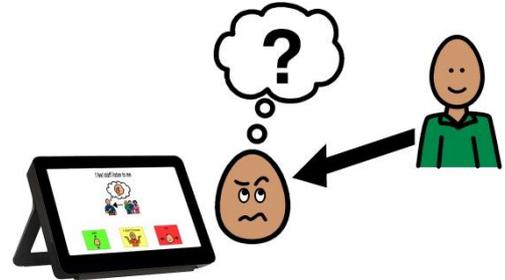


- All surveys are time and date stamped to enable teams to identify real-time issues or patterns within the service program.



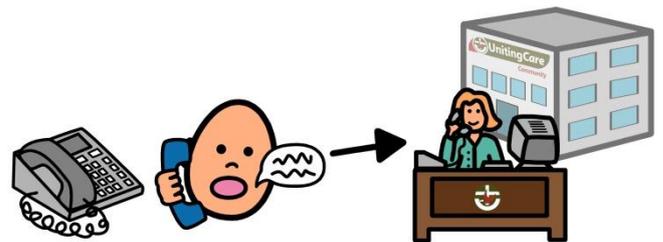
What if I require assistance to answer the questions?

- 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 identify the level of support you need.
- In some cases, UnitingCare Community will engage volunteers, independent advocates or other staff members who are not involved with providing direct services to you, to assist you to provide feedback.



What if I have more to say?

- In addition to this device, you are able to provide feedback on services by talking to UnitingCare Community staff member.
- Alternatively you can contact us by email or telephone.



Email: feedback@uccommunity.org.au

Phone: 1800 008 993

For more information on these devices, please contact our Service Improvement Team on 1800 008 993.



Thank-you for your participation

