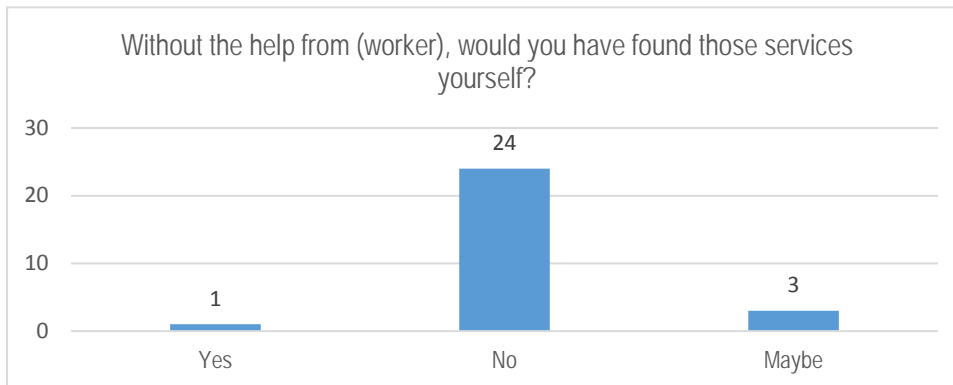


Feedback Summary from 1 Jan 2017 to 31 Dec 2017

The Access and Support Program surveys clients who have exited the program by telephone. Telephone interpreters were used to receive feedbacks from the non-English speaking clients. Overall, the feedback on the service was very positive and around 28 clients completed the survey.



Comments:

- No, because they weren't sure what services were available.
- No, would have been very challenging for me
- We will need her help



Comments:

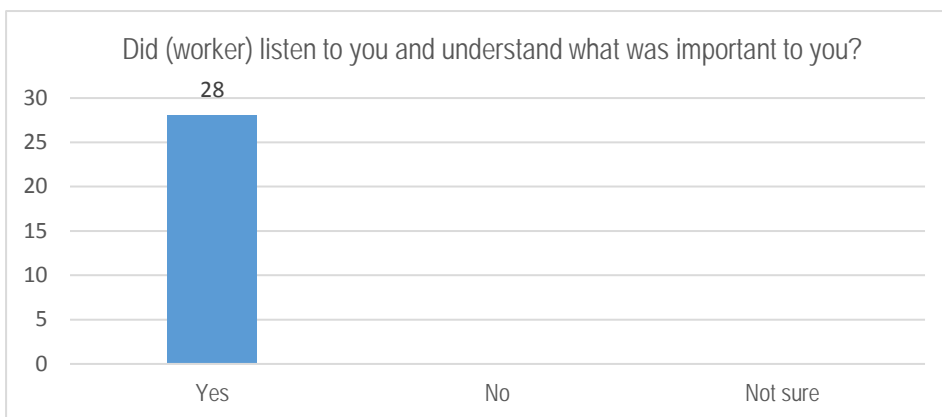
- She was very helpful, the worker knew who to contact etc.

Feedback Summary from 1 Jan 2017 to 31 Dec 2017



Comments:

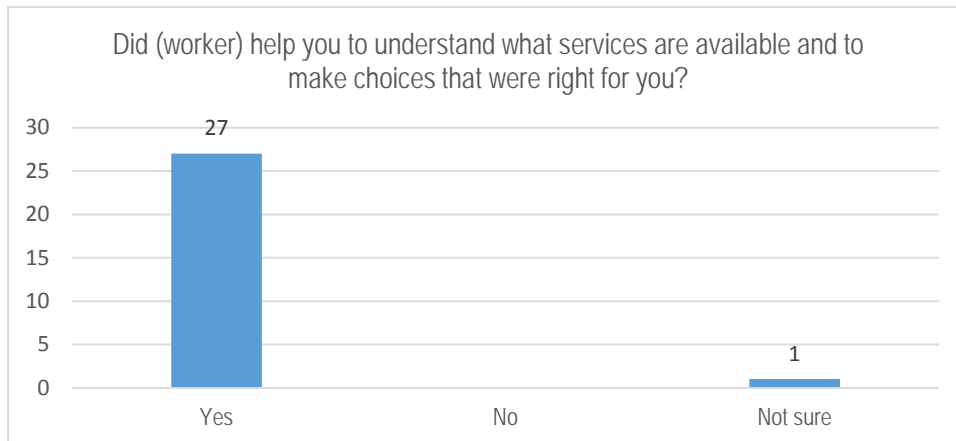
- The worker always contacted her to check in
- her son did the calls due to language barrier
- very good with responses



Comments:

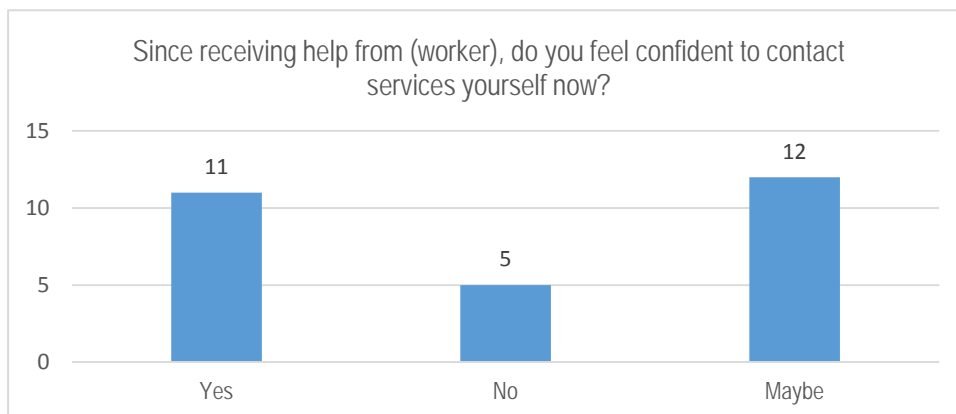
- Mrs C sometimes didn't know what she needed but the worker knew what to do.

Feedback Summary from 1 Jan 2017 to 31 Dec 2017



Comments:

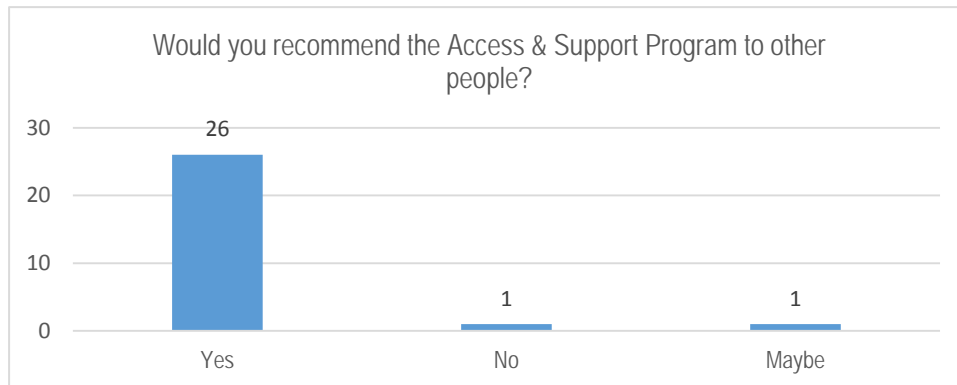
- She helped with completing all the forms and organising the support
- Yes, the worker understands my situation very well.
- gave the client options so they can make decisions



Comments:

- They still need the worker to help them as they are not 100% sure what to do.
- Not confident yet
- Yes, but I still prefer to contact the worker if necessary as she knows the situation.
- If I know what services to call
- We will still need help to contact services
- Hard with language barrier and due to their age
- I will still need help
- Not sure if she needs to but she could if she had to.

Feedback Summary from 1 Jan 2017 to 31 Dec 2017



Comments:

- Yes, have told my friends about it
- Because they can find their own help, every case is different. If someone needed advice then maybe she would recommend it but the worker was a great help.

In your opinion, how can we improve the Access & Support Program in the future?

- The worker did a very good job so cannot think of anything to improve
- The worker couldn't have done more than she has already done. She has managed to get everything else except waiting for the homecare package to come through.

Other Comments:

- Yes, they received great help. Her father is much better and staying in a nursing home.
- Yes, there was information and services that I wasn't aware of and because of the worker's help I was able to get the help needed. The situation has improved for the client.
- The worker was very helpful
- The worker was fantastic!
- It will be great to have more Chinese speaking support workers including Asian meals delivery.
- Whenever the wife has any questions of issues, she contacts the worker and he is always very helpful. Thank you!
- The worker was great! She spoke the same language which was very helpful.
- The worker was very caring and friendly regardless of her own personal issues. Without her everything would have been much harder. Thank you!
- Very helpful and kind, was a great service.