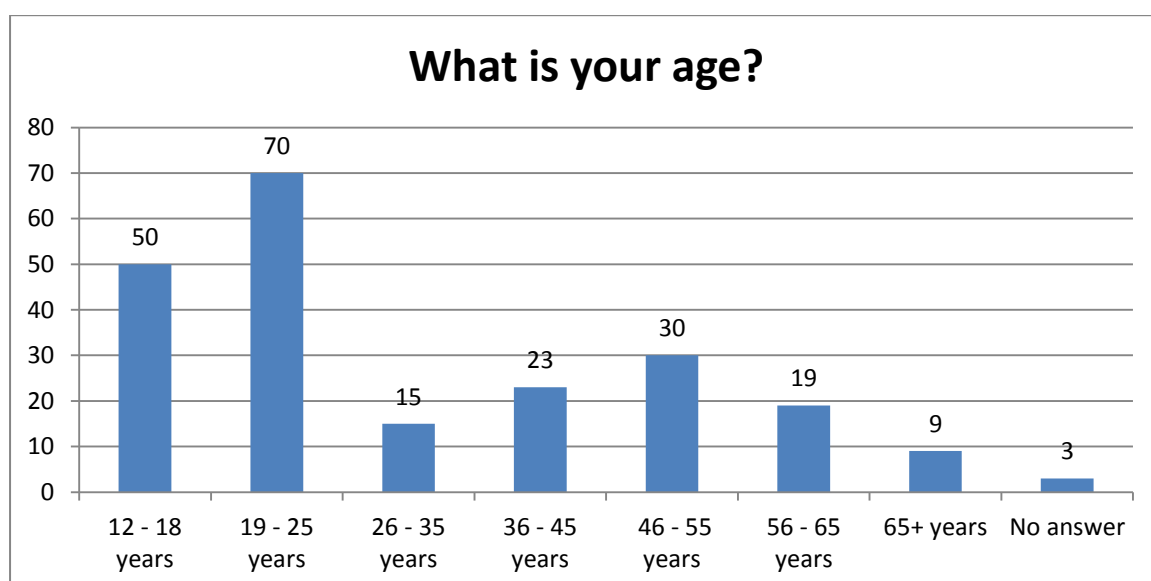
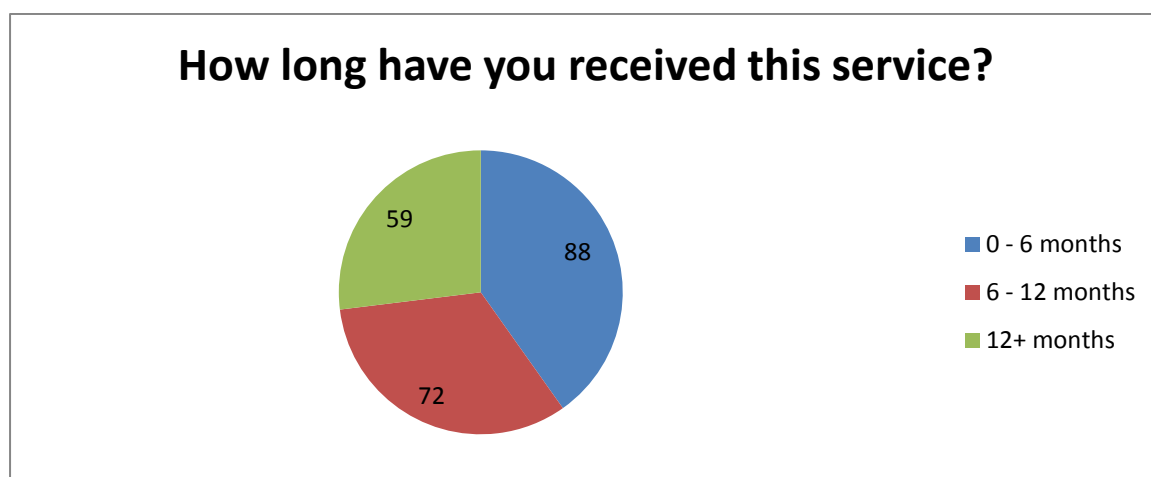
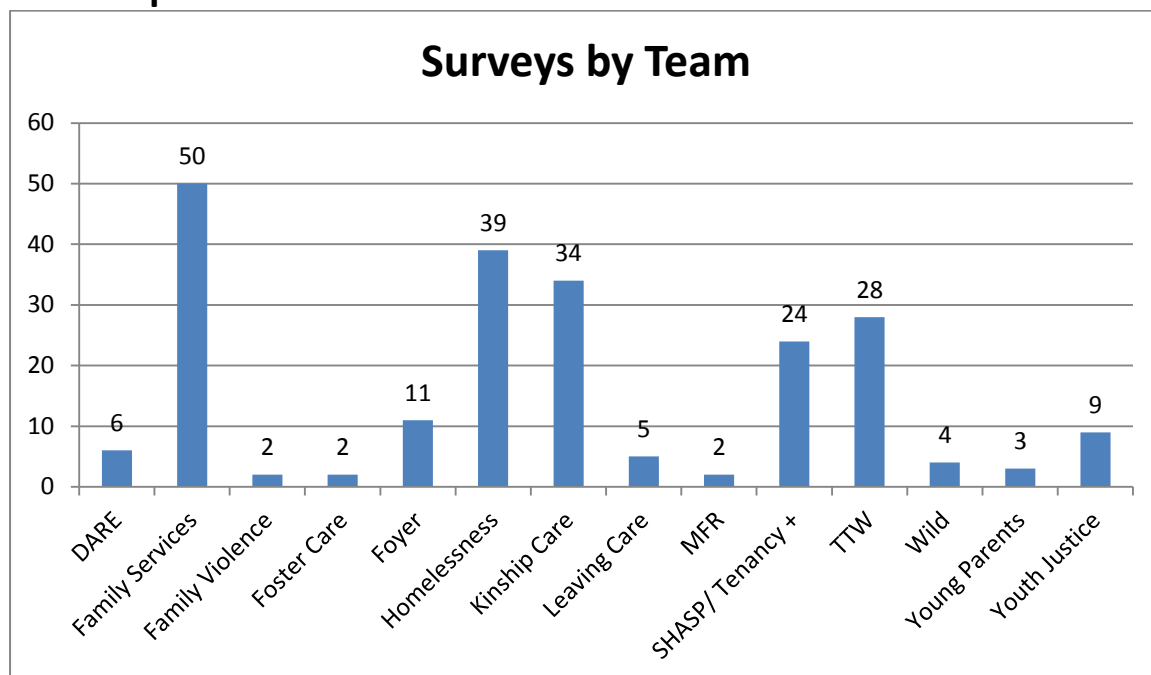


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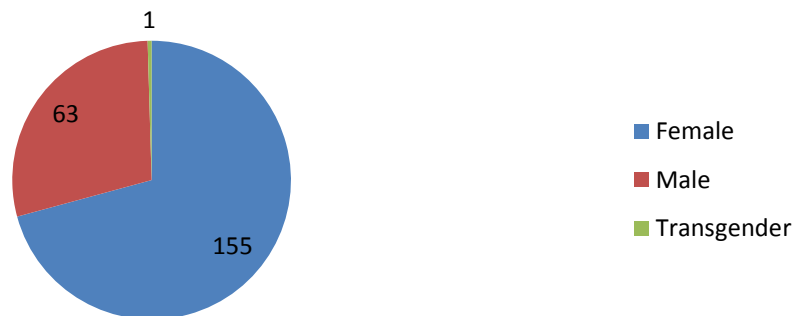
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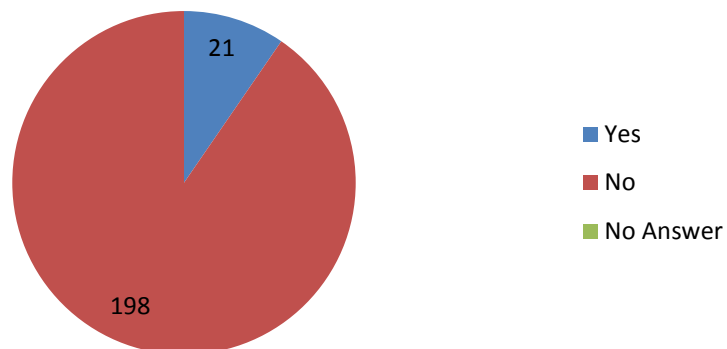
What is your Gender?



Where do you live?

Where do you live?	
Warrnambool	113
Portland & District	40
Hamilton	18
Camperdown	3
Bushfield/Mepunga/Illowa	16
Port Fairy	
Terang & District	6
Camperdown District	4
Mortlake & district	4
Garvoc/Ellerslie/Framlingham	
Macarthur/Penshurst	2
Coleraine/Casterton	2
Colac	7
No answer	4

Are you Aboriginal



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Have we been respectful of your cultural needs? (question added 9/17)

20 yes answers

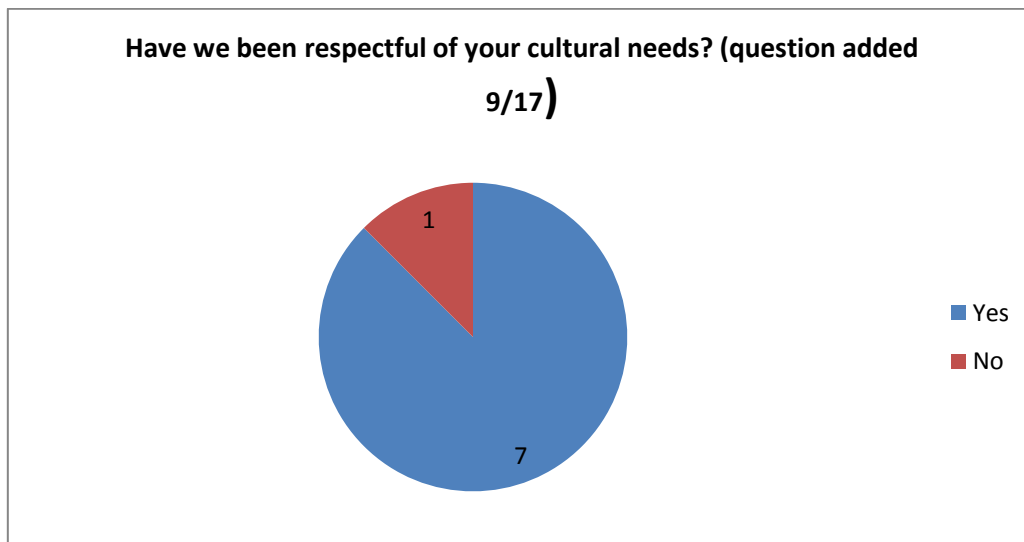
How could we have shown better respect to your cultural needs and identity? (question added 9/17)

Done well to/for me

You don't have to show respect, you did well.

Are you Torres Strait Islander?

7 yes answers, all others no



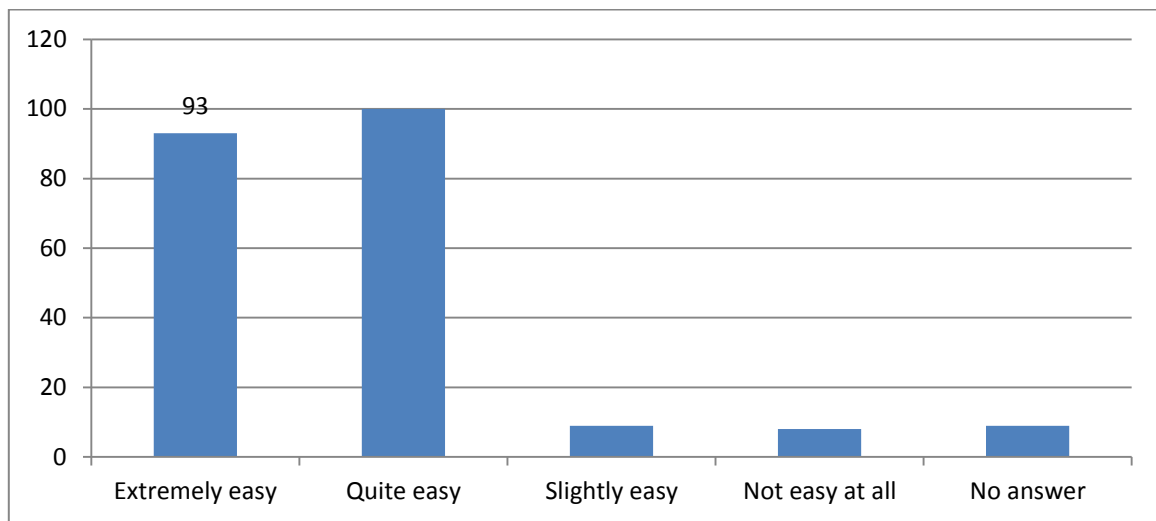
How could we have shown better respect to your cultural needs and identity? (question added 9/17)

No answers

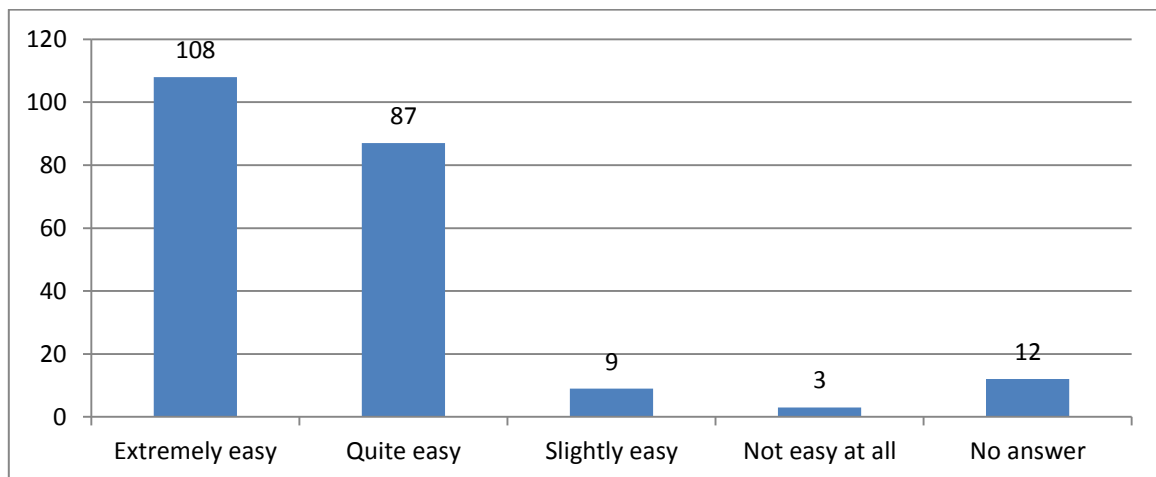
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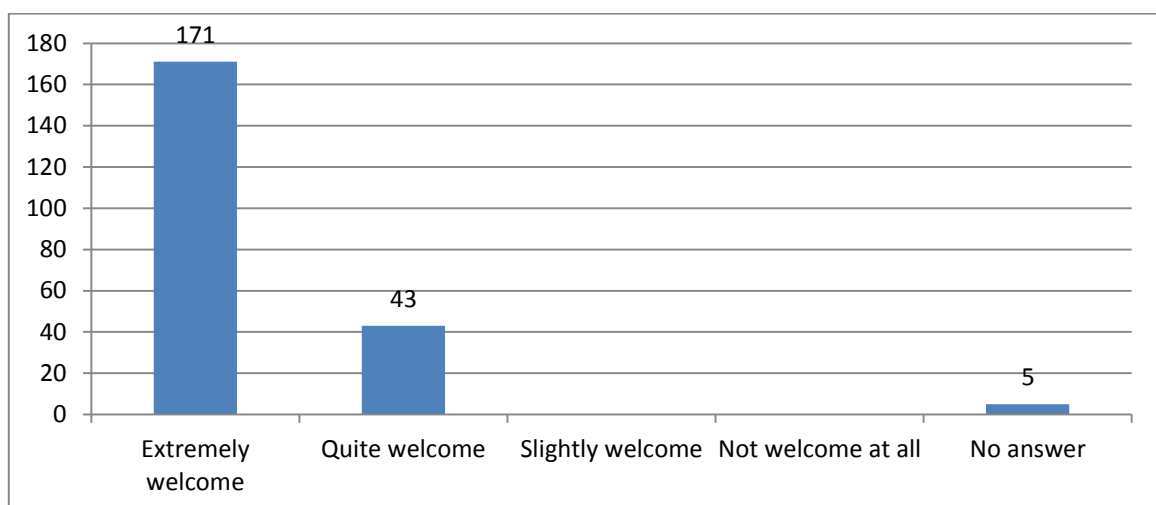
How easy was it to find information about the service and supports Brophy offers?



How easy was it to find and locate the Brophy service you used?



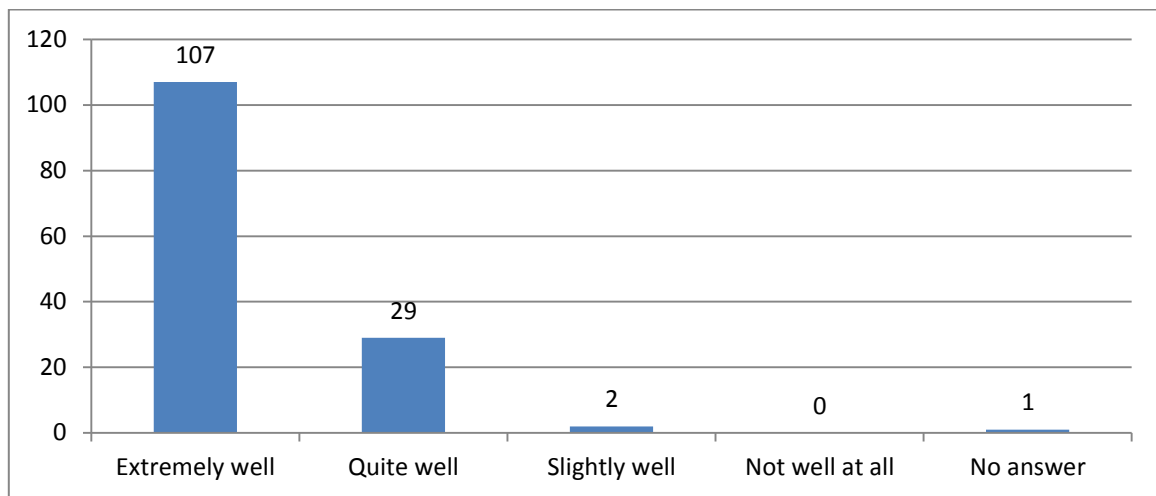
How welcome did we make you feel at Brophy?



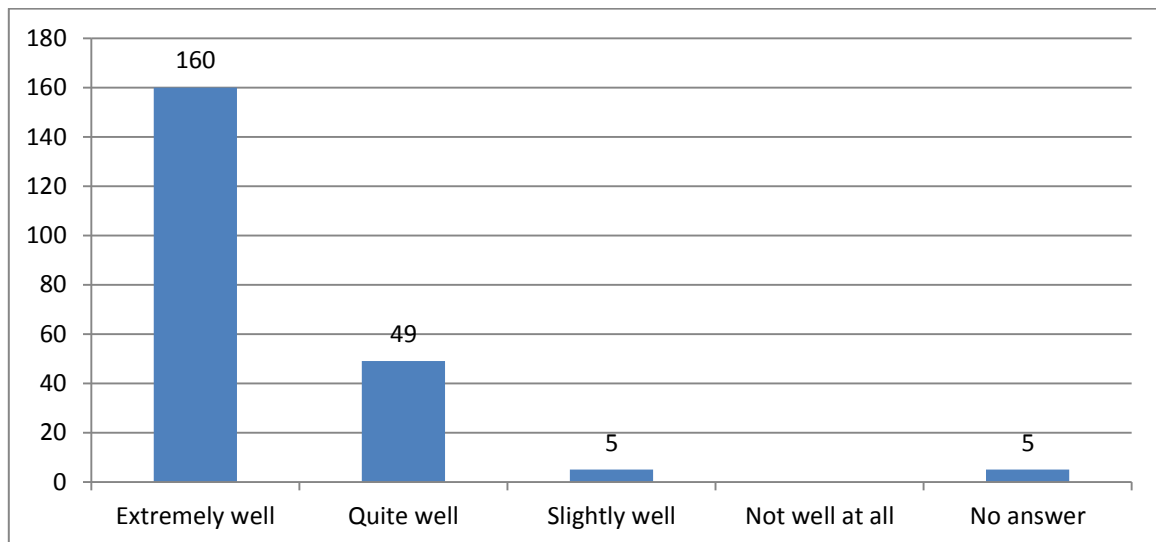
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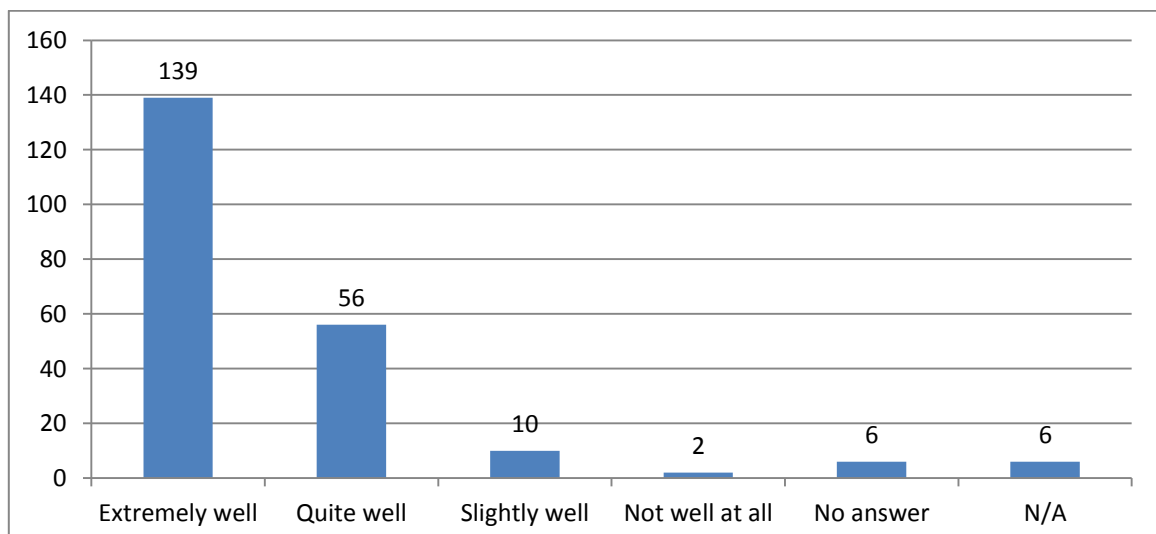
How well did Brophy staff listen to you?



How well did Brophy staff take your views into account?



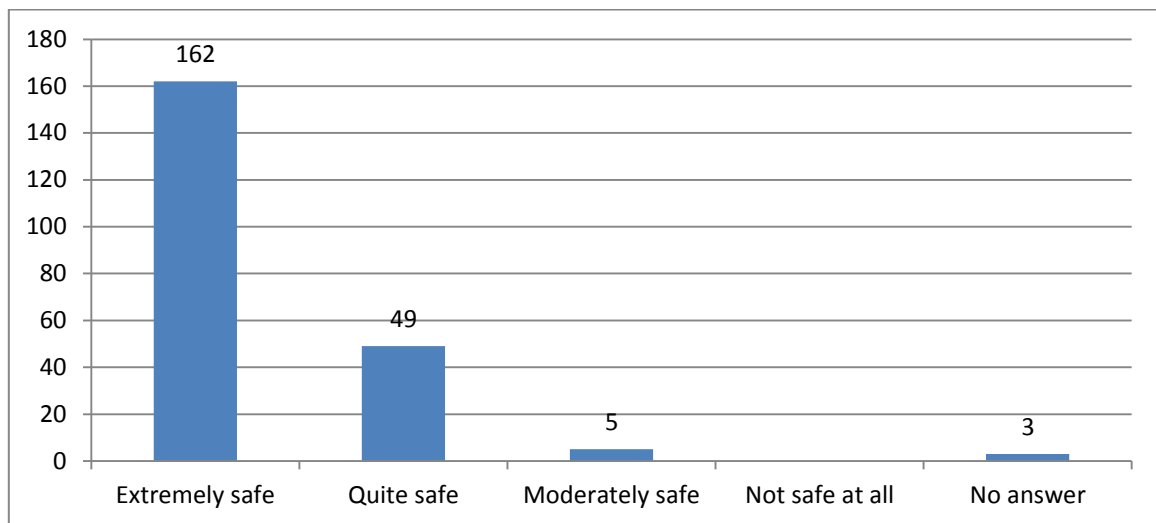
How well did Brophy staff explain your rights to make a complaint?



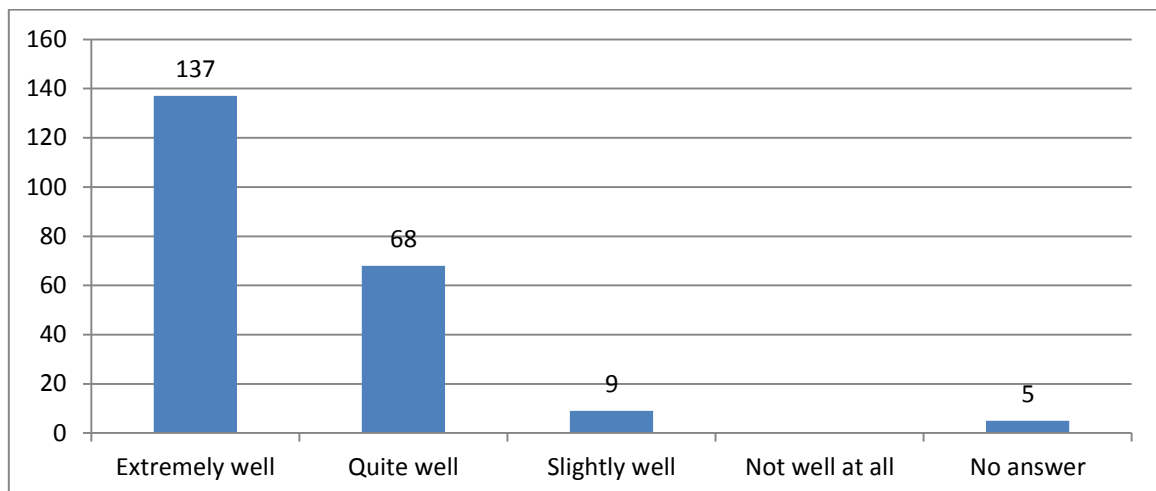
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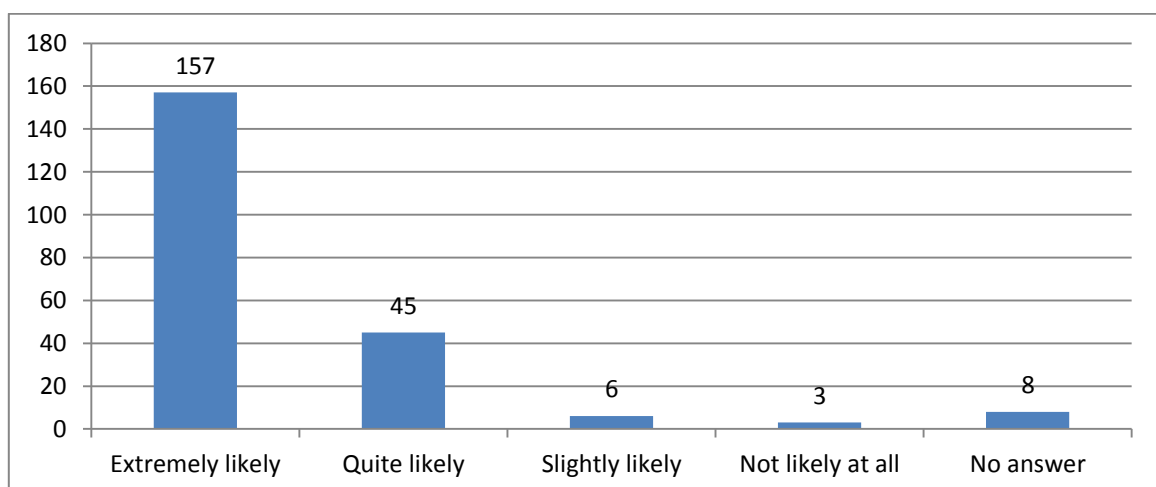
How safe did you feel when receiving a service from Brophy?



How well did Brophy meet your expectations?



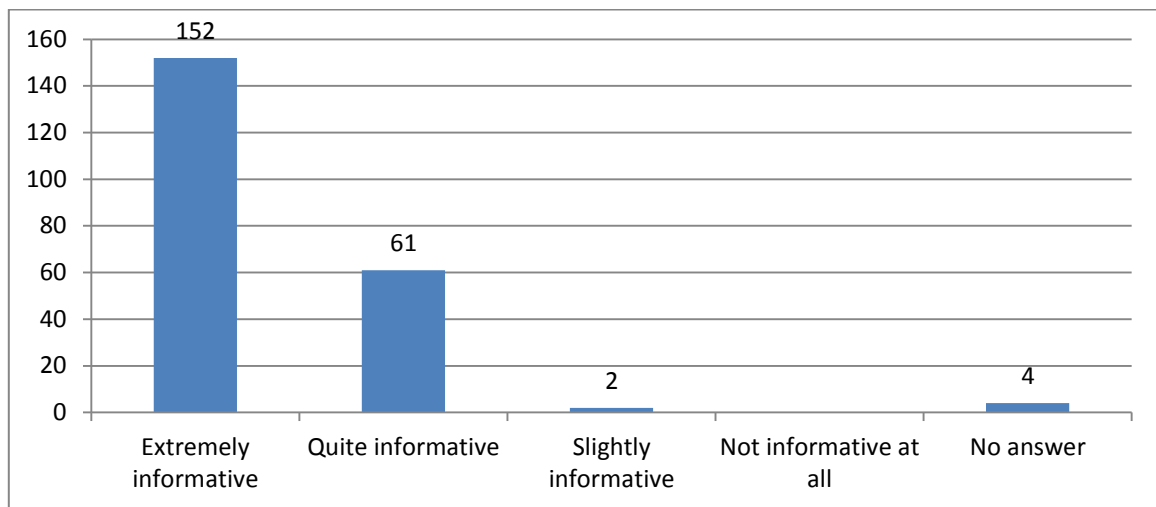
How likely is it that you would recommend Brophy to others?



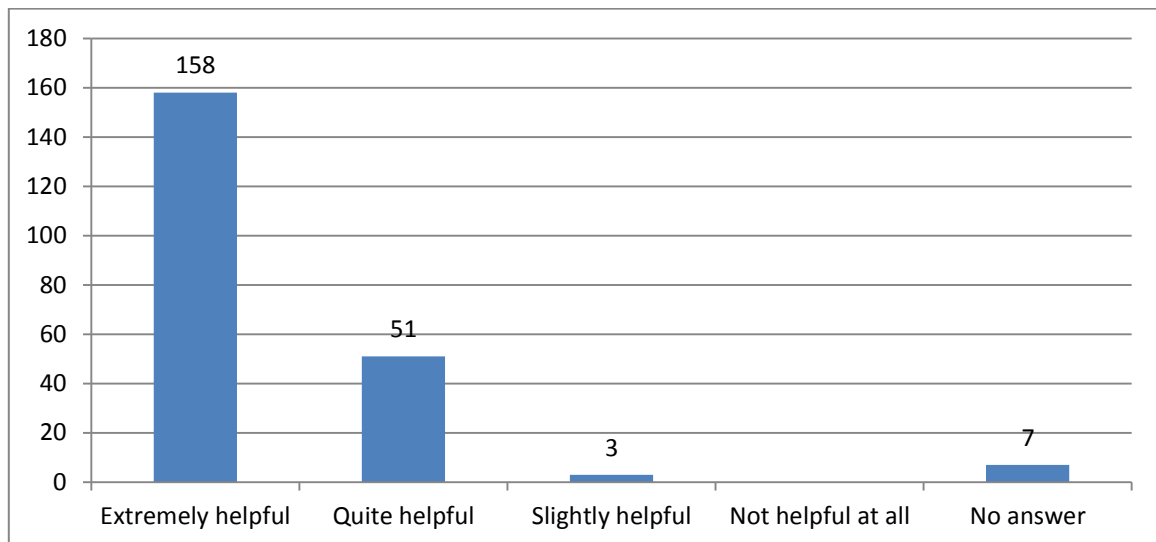
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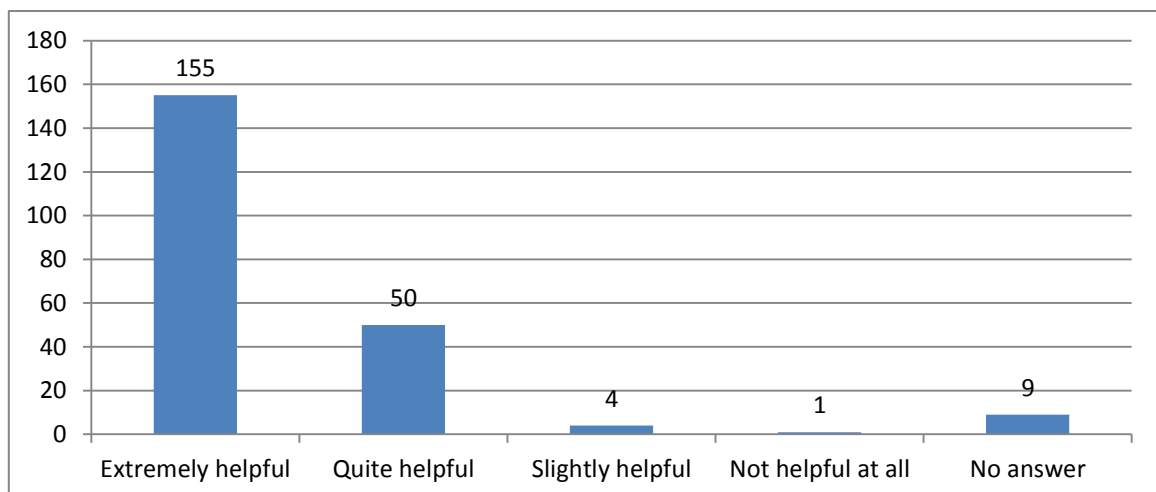
How informative did you find the Brophy staff?



How helpful did you find the Brophy staff in providing you with useful information?



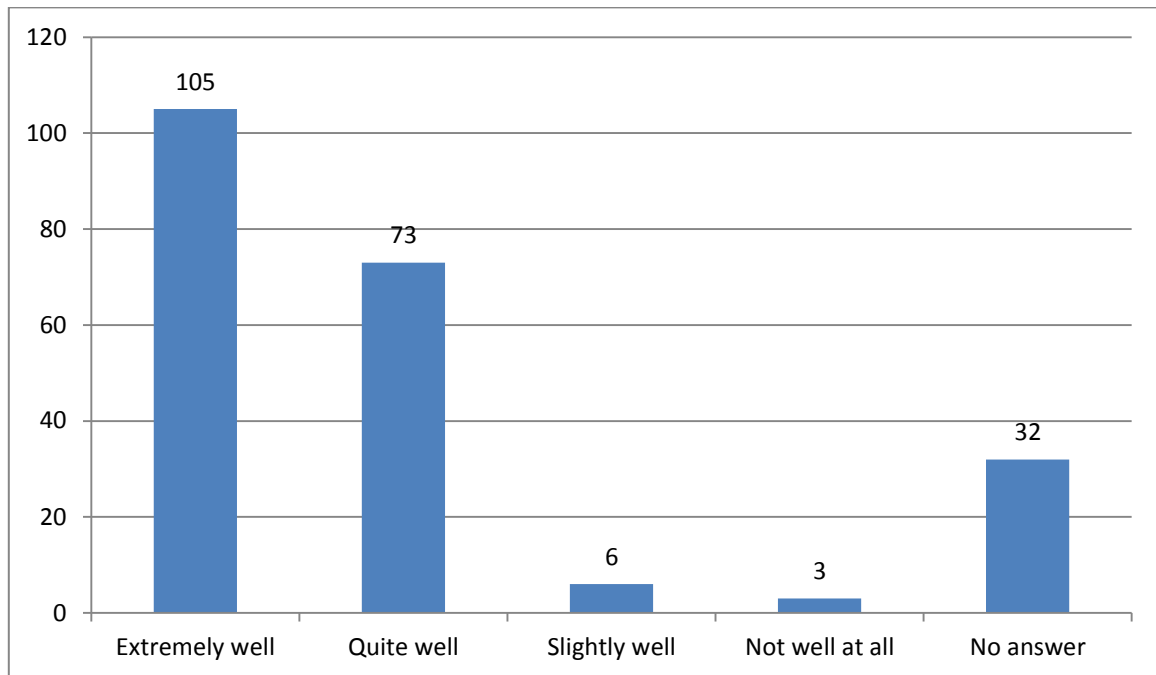
How helpful did you find the Brophy staff in dealing with the reason you had for coming to the agency?



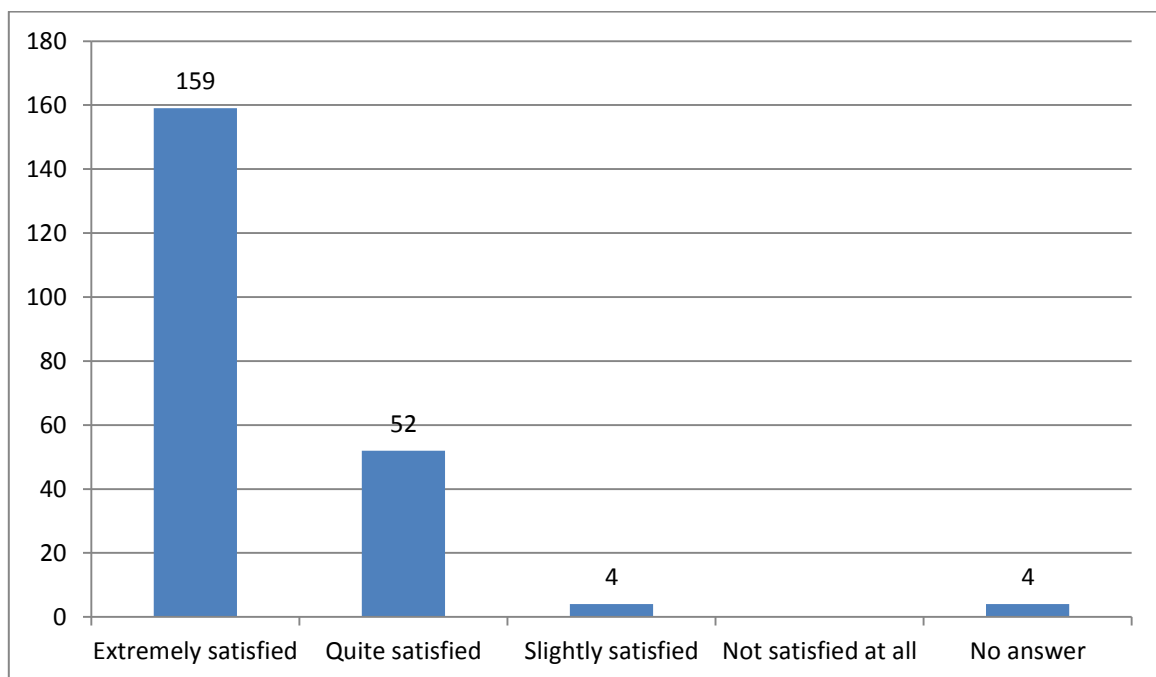
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How well was your reason for coming to Brophy resolved?



Overall, how satisfied were you with the services provided by Brophy?



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What did Brophy do well?

Supporting and being there for me has really helped
They helped me look for more work.
Brophy have been fantastically helpful in connecting me with potential employers & preparing me with the skills to ensure my continued success in the work sphere.
Annie continued to help me and never gave up.
Helped me with growing as a person
Helping with finding accommodation through rentals or transitional housing or office of housing.
I got a lot of help before I had my baby as I have a lot of problems
Helped to secure a house
Listened and gave great advice
Brophy always helped me to the best of there abiity the worker I had Skye helped me so much
Patrick was a wonderful influence on Aiden and he listened to both of us really well.
Gave me good advice, helped with lawns and housing
Everything - been there for everything - all aspects of Brophy was helpful
Everything they already do
Keep doing what they do; considering their time constraints; but there was always someone even if one the other end of a phone text or email
Everything
Understood everything I spoke to them about and helped with that issue however they can
Everything
They have been awesome support for the last 4 years I don't think I'd be as set up without brophy
Their Resourceful
Helped me with my life and decisions
Get us a place
Help me get on with my life give me things I never had and give me opportunities to grow
Helped me out with my payments and made sure I was in a house safe
Great service.
Everything, Mr Ian has been great help to me
Robyn was great to work with and very helpful
Everything lordii

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Brophy's does everything well. It's a great little place :)
Support
They satisfied my needs to a tea.
Everything
Availability someone was always available in the times I could come in so didn't have to move my work. Helping me in getting back on my feet when I moved to Warrnambool. And a good support system
Sylvie listened, showed empathy and treated me with respect and dignity.
Ian does all he can to help
Tasks I alone could not complete
Helped me get applications out.
Giving me support when I needed it.
Listened to me and didn't judge me. Helped me to have my baby and keep us safe
I was listened to, got good advice and support
Compassion, communication and understanding. I trust the worker
Very supportive and caring, Robyn really listened and made great practical suggestions. Great empathy
Helped me with my court stuff and and get my life back on track
Everything
Help me get to where I am today Made sure I was settled in the unit. Helped me with doctors to get into TAFE. Took me on a orientation trip because new to the area. A big thank you.
Listening Actually do what they say they're going to
bianca is amazing
Efficiently organised housing, and payments to pay for said housing.
Helping me and my family out
The services provided were efficient and seemed to get things worked out quickly. Our worker was competent, easy to get along with and very helpful.
Everything they could do. And thanks for all the support from all at Brophy
Explained that everyone stuffs up but it's what you make out of those choices that makes you successful
Everything
They where really understanding of my situation
Help me a lot

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1. Helped me with my situation. 2. Better understanding of my behaviour and effect on others. 3. Understanding my situation better.
Listen to our needs to help resolve our problems
Providing support and guidance to me
Brophy took into consideration personal affair out of my control
Supported me with my needs
Good communication and support
Everything
Help me with homelessness
Providing housing for young people. Accepting anyone without discrimination.
Help with like counselling and other
* by helping me get enrolled at SWTAFE. * by helping me get glasses. * being there for me when I needed help.
What they presently do
Everything Camille did she did well Reliable and consistent
A bit of support and emotional support
Brophy is really helpful and informative and listen to what you have to say
Honestly, they did everything well.
Janice got me to see other people who could help as well as a cot and car seat and she listened to me and helped me when I was worried and scared. She was really good and was going to get my sister help too.
Empathised , listened and trustworthy and advised of an approach best for my challenge. Opening me up to other services that are there to help.
Helping me cope with my sons behaviour
Tried to do all he could to help
Look after me and my babies
Listened
Helped me out with some extra things when I was in trouble
Just be there

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Couldn't recommend anything to do better
I have bring my confess level up to back where it should be.
Everything
Access to tafe, stable living environment, will help me source to find private accomodation, cooking is getting better.
Everything. :)
They helped with me getting payments so I could get a place to live
Support, support group activities, relate to gd very well.
Pam discussed things I wouldn't understand in a way that was understandable.
The staff at Brophy are all very welcoming, they do very well in helping find some work for their clients. Always very open to suggestions and what you're most interested in.
Everything. here is nothing I could fault especially confidence and helping me to be assertive in the situation I was in.
Very knowledgeable and helpful
I was referred to Brophy through our local school for support services and have never looked back . I feel completely supported every time I contact them even if it's just a chat to debrief things I may be feeling at the time .
What Brophy has done for us has been exceptional
They listened to what I had to say and helped with the problems that I wanted work on and I will use the strategies into account in my everyday life
Bigger, clearer questions would be good. This form was extremely hard to read.
Very good at listening and understanding my perspective, wasn't rude and understood how to work with me very well.
Brophy has been very helpful with providing support and services to help me gain employment
Nice and caring
Talk n help
Reading notes and letters
Tried to understand a hard situation
Brophy did really well in helping me find jobs to apply for. and helping me update my resume.
Show support and understanding
Help me with accommodation

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They met every expectation I had and were amazing when it came to helping me move and helping with getting me furniture
Support regularly
Skips provided promptly
They listened to me and sorted out the main issues that I had for coming here in the first place.
Helping out and lots of information
Explained things in details
We're very friendly and helpful
Supportive of physical and emotional wellbeing
Help to build independent living skills
Helped to develop confidence
Help improve employability for new jobs and studies
Information
Good listeners. Helpful programs. Welcoming environment
Talk and give me and outside view
Get my MacBook and iPhone
Good at welcoming new people in
Friendly and helpful
Helped me to realise what I need to be thankful for
Providing information
kind
Helpful environment
Pam was very knowledgeable. She supported me a lot. Happy with the service
Mostly everything, helping with my situation
Irrelevant
So far very satisfactory
Support
Made us feel welcome came to our home for visits
Organised what I needed to move on to another step.
Make me comfortable on the bus
Opportunities for young people.
helped get me into a course that I really enjoyed
The wild program was absolutely amazing at showing respect and being there for everyone's needs

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What could Brophy do better?

Sing more
My representative (Annie) has gone above and beyond her station helping me to achieve my goals both in regards to employment and further education. her continued support has been key to my success. I have no criticisms. :)
Brophy could not do anything more they have out done them sleeve I will highly recommend them to anyone
Perhaps more time available for resolving issues, more than 3 months
I am really unsure! I was in awe of the guidance and support we received from Pam Jackson through this ordeal. She was very quickly able to put our 16 yo grandson at ease and that he had value!
Honestly not much I believe maybe more staff
There is nothing to improve on and it is a great service and friendly team members.
Hard to say anything
More food to help people in portland
There isn't much. let people stay longer than 12 months.
Everything has been amazing.
All good
Have more programs in Portland
Having Sylvie Rogers as my worker - nothing Sylvie has to do better as Sylvie has gone outside the box to help me. I give Sylvie 10/10 for everything.
The services provided were good enough to need no improvement.
As such, Brophy services have been good enough to not need, much, if any change.
Very happy
Quite happy with all their services. They keep me informed of any changes or anything they think might be of help to me.
Offer more services in Portland
Can't do anything more than what you've done now
Organise more activities with everyone.
There is nothing that could of been better.
I have no faults for brophy
More information on families with similar issues
More money to help
Money to help
More money to pay for things needed
I've got no idea at this stage
More pop for colour
I'm not to sure
Nothing that comes to mind, for me personally.
Disappointed that, once again, because we didn't have to fight to have Sam we are seen as nobodies by the funding bodies.
Receive more funding to continue level of support for informal carers.

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Nothing it was good.
One thing bad was that I was unable to say goodbye to Pam Jackson. She was a lovely lady. very disappointed with this!
For me nothing - for the worker possibly provide more resources so she can help more people - more funding.
Nothing in my opinion
I'm sure Brophy would like to do better in something's, but they are little fish in a big pond. They don't always have the final say
Nothing to be honest
Taken my son for a short while so he can have been more independent.
I am very pleased with Brophy so I don't think they need to change anything.
More follow up
Quite happy with services. Still need assistance in developing living skills
Don't use private/withheld phone numbers
2-3 weeks per meeting lets you cram everything in on the last day so you meet your quota this survey doesn't give enough freedom in the answers it's either they did well or not at all This box would have been good on all questions
I came needing respite, it did not eventuate. I understand the demand
Continue supporting voluntary kinship carers
More footy trips lol
So referrals don't have to go through the Office of Housing as if you're not getting on with the Office of Housing worker it makes it hard to get that referral through - can there be another avenue to get a referral through - that's where my problems came from - I had to go through Child First and Dan Tehan to get a referral through - it was a struggle. An independent person/process.