

**LIFE
WITHOUT
BARRIERS**

Aged care services

Client Voice Survey Results



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Care for you, designed by you



Acknowledgement of Country

Life Without Barriers acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and their connection to land, water and community.

We pay our respect to them, their cultures and customs and to their Elders past, present and emerging. We believe that reconciliation must live in the hearts and minds of all Australians.

We are committed to an ongoing journey towards truth telling and reconciliation. We recognise and value the contribution of Aboriginal and Torres Strait Islander employees, carers, people we support, peak bodies, organisations, their leaders, and communities across Australia as we continue our reconciliation journey together.

National Client Voice Survey 2023

At Life Without Barriers, we partner with people to change lives for the better. You – the people we support – are our most important partner.

Recently, we gave you the opportunity to have your say about our aged care services through our Client Voice Survey. The purpose of this survey was to find out how you think we’re doing, and what you think we could improve in our service offering.



1,800
responses



Thank you to everyone who participated, we value your feedback which will guide the future of our services.

Programs clients are receiving services from



Commonwealth Home Support Program 40%

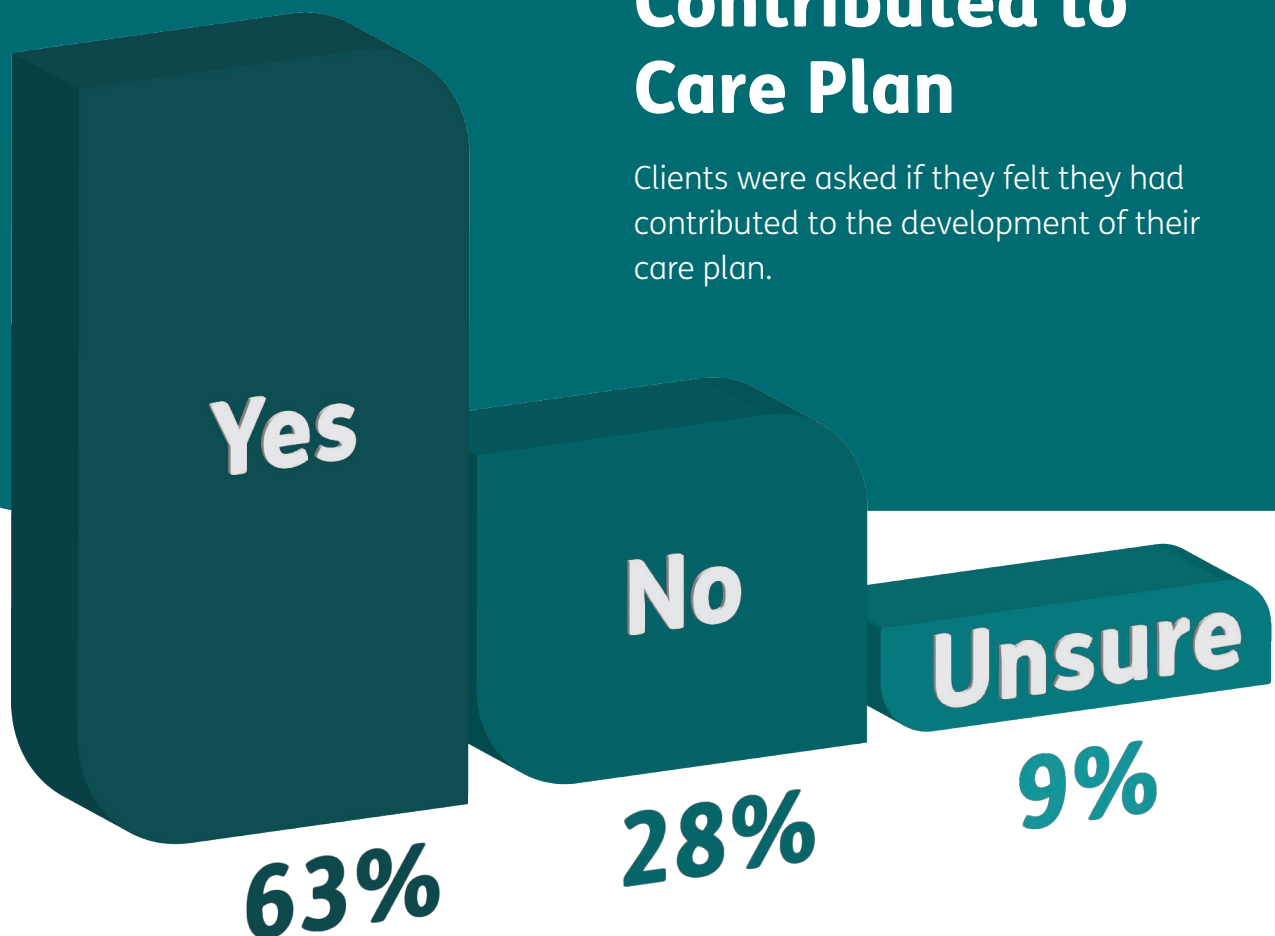
Home Care Packages 37%

Other 12%

Veterans Home Care 11%

Contributed to Care Plan

Clients were asked if they felt they had contributed to the development of their care plan.



What clients say about our communication and responsiveness



80%

of clients say staff communicate with them clearly and in a way they understand.



76%

of clients can easily contact their local office.



83%

of clients say their monthly invoices are accurate and easy to understand.



83%

of our clients would recommend Life Without Barriers to a friend or family member.

Satisfaction of services



81%

My services are regular and consistent.

74%

I am informed in a timely matter about cancellations or changes.

64%

My services are reviewed when there is a change in my circumstances.

Positive feedback

Staff attending my home are punctual, competent caring people performing their dedicated tasks with grace and humour.

Good communication, sympathetic care, helpful with advice.

LWB offer tailor made services to me and I feel this is not a regular offer from other services providers.

Never had a problem with any of my services. My coordinators and staff are very helpful and understanding.

Worker is very much in tune with what is to be done and greatly appreciated it.

I have been well looked after with love, kindness, and respect. They are always ready to be available.

All Staff from my Co-ordinator to the Rostering Staff are always friendly, cheerful, and helpful for any inquiries.

Ideas for improvements

Service can be variable in their quality; some staff have been excellent while others do not always consider my individuality.

There are not enough staff in our area to carry the workload of the domestic services.

Times and days can change, it would be nice to have a fixed time without changes.

I sometimes need to try to call several phones before anyone will answer.

Communication can be difficult, with messages not always being followed through.

At times I am concerned that I am not being informed fully. Would like a face-to-face annual review.

Clients satisfaction

with their support workers



90%

I am treated with dignity and respect.



82%

Support workers have appropriate skills and knowledge to meet my needs.



78%

A regular team of support workers provide my services.



83%

Support Workers understand & respect needs, goals and preferences.

The complaints and feedback process



78%

Know the process to give feedback or make a complaint.



79%

Believe they would receive fair treatment if they made a complaint.

Choice & impact of services



73%

My services have enabled me to do the things I want.



77%

The services that I receive are safe, effective and right for me.



72%

Life Without Barriers understands & supports me to make decisions around my needs, goals and preferences.



71%

My services are flexible and meet my needs.

Thank you to everyone who participated in the Client Voice Survey – we greatly value your thoughts and ideas.

We have listened to all your feedback, and we will be using the information you provided to help make our service offering the best it can be.

We are happy to discuss the insights from the survey with you and receive additional feedback. Please contact your local team on 1800 792 359, who will be able to assist you.

We will continue to communicate with you as we make any improvements to our services.

Our team are dedicated to providing high-quality and personalised services that suit your needs. We are always looking at how we can do things better and we are so pleased to have had your guidance through this survey. Aged care services at Life Without Barriers has a bright future ahead.

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Phone: 1800 792 359

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