

Consumer Feedback Summary: July 2012 – June 2013

The feedback provided by people using our services during the 2012/13 financial year is consistent with responses in previous years. It provides a good picture of people's pathways into our services and what their experience is like when they get here.

We're very proud of what the data says about our accountability against the principles set out in our [Client Charter](#), the quality of services we provide and (most importantly) their effectiveness in supporting people to achieve their goals.

Traditionally, the great majority of written feedback we receive comes from our residential withdrawal services. This has provided us with a great source of information for the ongoing review of these services, but our aim is to increase the response rate across all our programs.

We are developing other opportunities for our consumers to contribute to our service planning, delivery and review. See our [website](#) for details.

| Responses | No. | % |
|----------------------------------|------|----|
| Total Responses | 545 | 27 |
| Total clients in period | 1982 | |
| Total episodes of care in period | 3613 | |

| Gender | No. | % |
|-------------|-----|-----|
| Male | 319 | 59 |
| Female | 196 | 36 |
| Not entered | 30 | 5 |
| | 545 | 100 |

| Age | No. | % |
|----------|-----|----|
| Under 21 | 80 | 15 |
| 21-35 | 199 | 37 |
| 36-50 | 165 | 29 |

| Over 50 | 58 | 11 |
|-------------------------|-----|-----|
| Not entered | 43 | 8 |
| | 545 | 100 |
| Service used | No. | % |
| Catalyst | 4 | 1 |
| Counselling (community) | 25 | 5 |
| Forensic Counselling | 1 | 0 |
| Group programs | 8 | 1 |
| Reception | 3 | 0 |
| Triage/Assessment | 29 | 5 |
| Withdrawal | 392 | 72 |
| Other service | 5 | 1 |
| More than one service | 42 | 8 |
| Not entered | 36 | 7 |
| | 545 | 100 |

| How heard about ReGen | No. | % |
|-----------------------|-----|-----|
| Directline | 12 | 2 |
| Family or friends | 91 | 17 |
| Mental Health service | 60 | 11 |
| GP/other professional | 191 | 35 |
| Other service | 61 | 11 |
| Used ReGen before | 114 | 21 |
| ReGen website | 9 | 2 |
| Not entered | 7 | 1 |
| | 545 | 100 |

| | | |
|-------------|-----|-----|
| Not entered | 6 | 1 |
| | 545 | 100 |

| Received adequate feedback about progress? | No. | % |
|--|-----|-----|
| Yes | 448 | 82 |
| No | 27 | 5 |
| Sometimes | 56 | 10 |
| Not entered | 14 | 3 |
| | 545 | 100 |

| Any difficulties accessing our services? | No. | % |
|--|-----|-----|
| Yes | 44 | 8 |
| No | 475 | 87 |
| Sometimes | 25 | 5 |
| Not entered | 1 | 0 |
| | 274 | 100 |

| Treated with dignity and respect? | No. | % |
|-----------------------------------|-----|-----|
| Yes | 500 | 92 |
| No | 1 | 0 |
| Sometimes | 26 | 5 |
| Not entered | 18 | 3 |
| | 545 | 100 |

| Provided with necessary information to make informed decisions about treatment? | No. | % |
|---|-----|----|
| Yes | 498 | 91 |
| No | 21 | 4 |
| Sometimes | 20 | 4 |

| Did the service(s) meet your needs? | No. | % |
|-------------------------------------|-----|-----|
| Yes | 486 | 89 |
| No | 5 | 1 |
| Sometimes | 31 | 6 |
| Not entered | 23 | 4 |
| | 545 | 100 |

| Overall satisfaction with ReGen services? | No. | % |
|--|------------|----------|
| Not at all | 1 | 0 |
| Not really | 1 | 0 |
| Somewhat | 14 | 3 |
| Mostly | 140 | 26 |
| Completely | 367 | 67 |
| Not entered | 22 | 4 |
| | 545 | 100 |