

Consumer Feedback Summary: July 2013 – June 2014

The feedback provided by people using our services during the 2013/14 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 and how we collect feedback from people who have unplanned exits from our services. One option we are exploring is encouraging consumer feedback through our [client blog](#) and social media accounts, particularly our [Facebook page](#).

We report regularly on our response to suggestions included with consumer feedback about how to improve our services. See our [website](#) for these reports and what we're doing to promote consumer participation across all our services.

Responses	No.	%
Total Responses	491	23
Total clients in period	2136	
Total episodes of care in period	4049	

Gender	No.	%
Male	286	58
Female	193	39
Not entered	12	2
	491	

Age	No.	%
Under 21	62	13
21-35	194	40
36-50	154	31
51-65	60	12
66-79	4	1

Over 80	0	0
Not entered	17	3
	491	

Service used	No.	%
Catalyst	5	1
Counselling (community)	13	3
Forensic Counselling	1	0
Group programs	7	1
Reception	1	0
Triage/Assessment	8	2
Withdrawal	399	81
Other service	8	2
More than one service	27	5
Not entered	22	
	491	

How heard about ReGen	No.	%
Directline	7	1
Family or friends	60	12
Mental Health service	54	11
HDDP	0	0
GP/other professional	163	33
Other service	34	7
Used ReGen before	114	23
ReGen website	6	1
Not entered	53	11
	491	

Any difficulties accessing our services?	No.	%
Yes	21	4
No	432	88
Sometimes	35	7
Not entered	3	1
	491	

Provided with necessary information to make informed decisions about treatment?	No.	%
Yes	447	91
No	15	3
Sometimes	25	5
Not entered	4	1
	491	

Received adequate feedback about progress?	No.	%
Yes	397	81
No	26	5
Sometimes	61	12
Not entered	7	1
	491	

Treated with dignity and respect?	No.	%
Yes	446	91
No	6	1
Sometimes	30	6
Not entered	9	2
	491	

Did the service(s) meet your needs?	No.	%
Yes	429	87
No	5	1
Sometimes	22	4
Not entered	35	7
	491	

Overall satisfaction with ReGen services?	No.	%
Not at all	0	0
Not really	2	0
Somewhat	12	2
Mostly	154	31
Completely	308	63
Not entered	15	3
	491	