

Consumer Feedback Summary: July 2014 – June 2015

The feedback provided by people using our services during the 2014/15 financial year is consistent with responses in previous years. It provides a good picture of people’s pathways into our services, what their experience is like when they get here and whether our services meet their needs.

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. 93% ‘mostly’ or ‘completely’ satisfied is a great outcome.

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’ve made some progress on this (see [last year’s report](#)), but we still have a way to go. As a result of our expanded services in 2014/15, the percentage of people providing us with feedback has dropped from 2013/14.

To provide more opportunities for feedback, our feedback form can now be [completed online](#). You can also contact us through our [website](#) or social media accounts, or write an account of your experience of our services for our [client blog](#).

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	539	13
Total clients in period	4242	
Total episodes of care in period	5025	

Gender	No.	%
Male	206	38
Female	304	56
Not entered	29	5
	539	

Age	No.	%
Under 21	101	19
21-35	200	37
36-50	172	32
51-65	43	8
66-79	2	0

Over 80	0	0
Not entered	21	4
	539	

Service used	No.	%
Catalyst	24	4
Counselling (community)	23	4
Forensic Counselling	1	0
Group programs	9	2
Reception	6	1
Intake/Assessment	20	4
Withdrawal	393	73
Other service	10	2
More than one service	6	1
Not entered	47	9
	539	

How heard about ReGen	No.	%
Directline	19	4
Family or friends	74	14
Mental Health service	65	12
GP/other professional	165	31
Other service/method	59	10
Used ReGen before	115	21
ReGen website	10	2
Not entered	32	6
	539	

Any difficulties accessing our services?	No.	%
Yes	41	8
No	446	83
Sometimes	44	8
Not entered	8	1
	539	

Provided with necessary information to make informed decisions about treatment?	No.	%
Yes	482	89
No	17	3
Sometimes	33	6
Not entered	7	1
	539	

Received adequate feedback about progress?	No.	%
Yes	388	72
No	32	6
Sometimes	76	14
Not entered	43	8
	539	

Treated with dignity and respect?	No.	%
Yes	493	91
No	5	1
Sometimes	33	6
Not entered	8	1
	539	

Did the service(s) meet your needs?	No.	%
Yes	493	91
No	3	1
Sometimes	29	5
Not entered	14	3
	539	

Overall satisfaction with ReGen services?	No.	%
Not at all	2	0
Not really	2	0
Somewhat	18	3
Mostly	147	27
Completely	356	66
Not entered	14	3
	539	