

Consumer Feedback Summary: July 2015 – June 2016

The feedback provided by people using our services during the 2015/16 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. 92% ‘mostly’ or ‘completely’ satisfied is a great outcome, as is our services meeting the needs of 92% of the people who used them.

It’s encouraging to see a greater proportion of people indicating their link with us was through a mental health service (20%, compared to 12% last year). This is a sign that our work on strengthening linkages with mental health services is paying off. It’s also encouraging to see an improvement in people receiving feedback from our staff about their progress (up from 75% [last year](#) to 77% in 2015/16).

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 increased the proportion of responses coming from our non-residential rehabilitation programs, but responses from people using our counselling services have dropped. Overall, the proportion of responses coming via our withdrawal services has increased since [last year](#). We’ve also received feedback from fewer young people. These are things we need to keep working on.

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](#) or see our [monthly reports](#) on how we’ve responded to feedback from people who have used our services.

Responses	No.	%
Total Responses	508	10
Total clients in period	5,094	
Total episodes of care in period	9,218	

36-50	165	32
51-65	55	11
66-79	6	1
Over 80	0	0
Not entered	508	

Gender	No.	%
Male	293	58
Female	167	33
Not entered	48	9
	508	

Service used	No.	%
Catalyst/Torque	37	7
Counselling (community)	10	2
Forensic Counselling	0	0
Group programs	8	2
Reception	7	1
Intake/Assessment	4	1
Withdrawal	396	78

Age	No.	%
Under 21	63	12
21-35	193	38

Other service	3	1
More than one service	9	2
Not entered	34	7
	508	

How heard about ReGen	No.	%
Directline	16	3
Family or friends	52	10
Mental Health service	101	20
GP/other professional	167	33
Other service/method	44	9
Used ReGen before	98	19
ReGen website	10	2
Not entered	20	4
	508	

Any difficulties accessing our services?	No.	%
Yes	27	5
No	432	85
Sometimes	40	8
Not entered	9	2
	508	

Provided with necessary information to make informed decisions about treatment?	No.	%
Yes	455	90
No	12	2
Sometimes	26	5
Not entered	15	3
	508	

Received adequate feedback about progress?	No.	%
Yes	393	77
No	31	6
Sometimes	58	11
Not entered	26	5
	508	

Treated with dignity and respect?	No.	%
Yes	460	91
No	6	1
Sometimes	28	6
Not entered	14	3
	508	

Did the service(s) meet your needs?	No.	%
Yes	465	92
No	5	1
Sometimes	25	5
Not entered	13	3
	508	

Overall satisfaction with ReGen services?	No.	%
Not at all	1	0
Not really	1	0
Somewhat	21	4
Mostly	160	31
Completely	308	61
Not entered	17	3
	508	