



**Understood, Connected and Supported**  
*Carers ACT Annual Service Evaluation 2009-10*

*July 2010*

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*Carers ACT sincerely thanks all Carers who participated in the evaluation activities which enabled the production of this document.*

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*Carers ACT acknowledges that modern day Canberra has been built on the traditional lands of the Ngunnawal People. We pay our respects to their Elders and recognize the displacement and disadvantage they have suffered since European settlement. Carers ACT celebrates the Ngunnawal People's living culture and valuable contribution to the ACT community.*

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## Why do we conduct an annual client survey of our services?

Carers ACT is part of the network of Carer Associations, and along with the other Associations has an identified program logic which acts as the foundation of the organisation's operation (**Appendix A**).

Carers ACT is committed to conducting an annual client survey. The questions we ask in the annual survey are designed to measure our performance against one of the program logic outcomes; Carers' sense of being understood, connected and supported.

The survey results assist us to obtain information about the quality of Carers' contacts with the organisation, provide us with an assessment of their ease of access in obtaining services, and enable us to assess the effectiveness of the services we deliver in meeting their needs. The results from this survey are also reported to our government funding bodies and sponsors.

The results are not considered in isolation, but are used in conjunction with other information and service data to assist us to evaluate what we are doing well and importantly, to identify those areas where we can make improvements to the services that we provide to Carers.

The 2009-10 survey is the second of our annual surveys, and comparison with the results from last year's survey will help provide the organisation with information on client satisfaction levels over time.

We also aim to enhance our knowledge and information about the effectiveness of our organisation through ongoing engagement and consultation with Carers.

## Survey methodology

The services surveyed were:

- The Commonwealth Respite and Carelink Centres (CRCC),
- General Carer services, including the Carer Advisory Service, Mental Health Respite Program, Flexible Family Support Program, Counselling, Respite Links and HACC funded programs,
- Severe and Profound Disability Program, and
- Young Carers Program

(The satisfaction of those accessing the Mature Aged Carers Program (Disability) was determined by a separate focus group based study)

Carers eligible to participate in the survey had accessed services from Carers ACT in the last 12 months. The survey form used for all of the programs, bar the Young Carers was the same. (Colour coding was used to differentiate between those programs.) The 2 forms used are at **Appendix B**. It was anticipated that despite our efforts to eliminate

duplication those Carers accessing more than one service might receive more than one survey form. They were asked to complete only one form to prevent skewing of the data. It can reasonably be expected that Carers who had received multiple services would be more likely to base their feedback on their overall service experience as opposed to an individual service. However, if a Carer had ticked multiple boxes, e.g. counselling and information, their responses have been included for each of those services.

In the inaugural survey (2008-09), the sample size for each survey was limited to those Carers recorded on the Client Manager database who had received a service in that financial year. The total number of clients surveyed was 1235. For the 2009-10 survey, a decision was taken to survey more than 60% of Carers receiving support through CCRC (including 100% of those receiving support through the Severe and Profound program) and more than 50% of those receiving support through the general Carer services group. All the recipients of support in the Young Carers' program were sent a survey.

There were some minor differences between the content of the survey forms used for the different services, but having said that, the forms used this year are very similar to last year's, enabling an easy comparison of the results. As with last year, the survey was limited to a one page 'two minute tick the box' to mitigate the imposition of a survey on Carers.

A specific question on Indigenous and CALD was included in the survey for all services.

Material sent to the Carer comprised a covering letter (**Appendix C**) requesting voluntary participation in the survey and a reply-paid envelope, to facilitate timely return. No direct incentive was offered to participants, but a complimentary teabag was included to encourage Carers to 'take a break' while completing the survey.

The table (**Table 1**) below shows the number of clients who were sent a survey; the response rate; and the number of clients who completed a survey as a percentage of the total number of clients supported.

**Table 1 Number of clients who participated in the client survey**

Program	Total number of people receiving service in 2009-2010	Number of survey forms sent out	Number of completed surveys returned	Survey Response Rate	Percentage of total number of clients who completed a survey
CRCC	1080	711	180	25%	17%
General	701	357	113	32%	16%
Young Carers	110	110	30	27%	27%
TOTAL	1891	1178	323	27%	17%

The information we received from the responses provides a sketch of carer service satisfaction.

The survey response rate this year, at between 25% and 32%, was lower than last year, which was between 32% and 38%. It is important to note that the lower the percentage of Carers participating in the survey, the less accurate the results.

A factor in the lower response rate could possibly be that Carers were given a shorter time to respond to the survey than last year, although most surveys received were returned within a few days of being sent out. Another factor might be anecdotal evidence suggesting that Carers feel they are being overloaded by requests for feedback and comment from different organisations, and are not in a position to respond to everything they receive.

## **Results of the 2009 - 2010 client satisfaction survey**

The responses to the surveys sent to Carers accessing service through CRCC (including the severe and profound disability program) and through general services have been collated and presented in a table format as shown on the following page.

**Table 2. Average Client Satisfaction 2009-2010<sup>1</sup>**

Type of Services Received										
	General Services					CRCC				
Questions Asked	Information	Counselling	Workshops or Groups	Other	Average	Information	In Home Respite	Residential Respite	Other	Average
Feeling Understood	94%	96%	91%	92%	93%	93%	97%	94%	91%	94%
Timely response	92%	91%	66%	91%	85%	90%	99%	90%	90%	92%
Sufficient Information	90%	89%	100%	91%	93%	88%	96%	88%	88%	90%
Offered Alternatives	78%	76%	91%	79%	81%	80%	85%	74%	78%	79%
Support is Appropriate to my needs	87%	86%	91%	87%	88%	85%	92%	86%	86%	87%
Recommend CACT to friends	96%	97%	100%	100%	98%	94%	97%	95%	99%	96%
Support has reduced my Stress Levels	87%	86%	86%	88%	87%	85%	90%	83%	87%	86%
Average Satisfaction	89%	89%	89%	90%	89%	84%	93%	86%	84%	89%
Satisfied with Respite Workers	N/A	N/A	N/A	N/A	N/A	58%	91%	76%	56%	70%

<sup>1</sup> The percentages were calculated by firstly allocating a number to the descriptive word ratings in the responses, ie (always = 4, mostly = 3, sometimes = 2, never = 1), then the numbers were totalled and that sum was divided by the number of Carers receiving that service type. For those Carers who ticked multiple services their feedback was taken to relate to the multiple services and was therefore included in the calculations for each of the services ticked. To obtain the average figures shown in the high-lighted boxes, the percentages for each type of service received for that question were averaged. The overall satisfaction percentages were obtained by averaging the average percentages for each question.

## The majority of Carers are satisfied with the services we provide

The first and clearest message coming from the survey is that the majority of Carers are extremely satisfied with the quality, timeliness, appropriateness and sufficiency of information and services provided by Carers ACT.

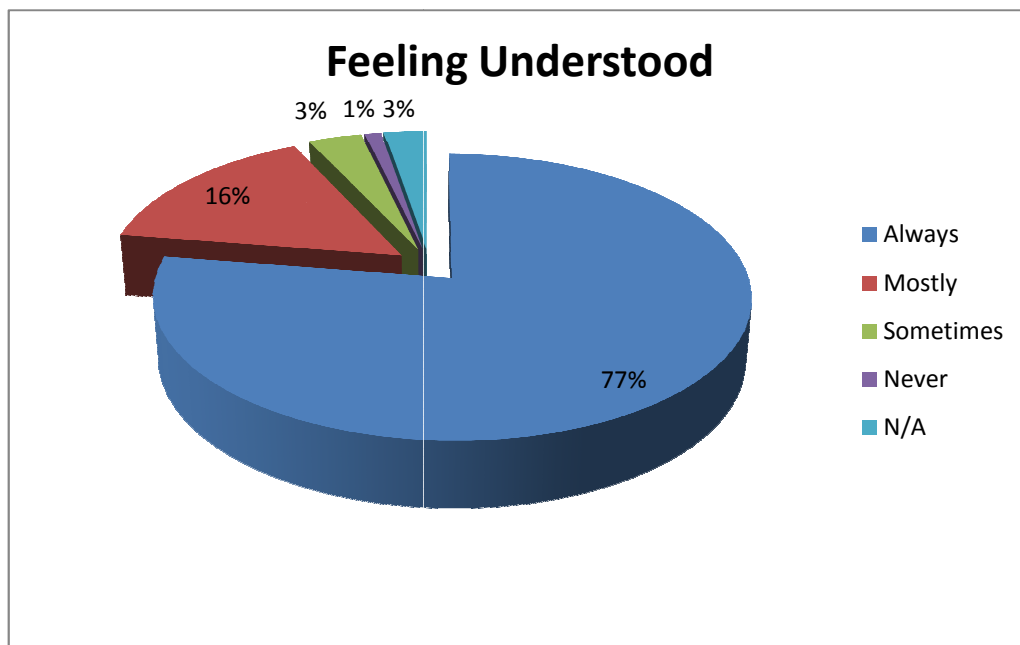
Clients using the Commonwealth Respite and Carelink Centres (CRCC), including the severe and profound disability program and those accessing general services expressed an overall satisfaction level of 89%. Many of the comments received reiterate the high regard that the vast majority of Carers have for the support Carers ACT provides, and the manner in which is provided.

*"I have always felt that there is someone to take my hand and lead me when I could no longer cope with this terrible disease Alzheimer's. All I can say is keep on doing what you do best CARE!!"*

*"My experience has been an EXTREMELY positive one. I am very grateful for the assistance I have had recently. Also I am very impressed with quality of care and other support I have received. It is not easy to ask for help and it is wonderful to be supported without being made to feel like it is too hard or inappropriate to ask"*

## Feeling understood

The first step in providing quality service to Carers is to listen and understand their needs. The majority of Carers reported feeling understood by Carers ACT when accessing services either through CCRC or through other services. On average Carers feel understood 93% of the time, which is a rating between 'always' and 'mostly' (See table 2). The chart on the following page is another representation of the degree to which Carers feel understood when making contact with Carers ACT.



The importance of listening and understanding was illustrated by the following comment made by a Carer about how they feel when they don't believe their concerns have been understood.

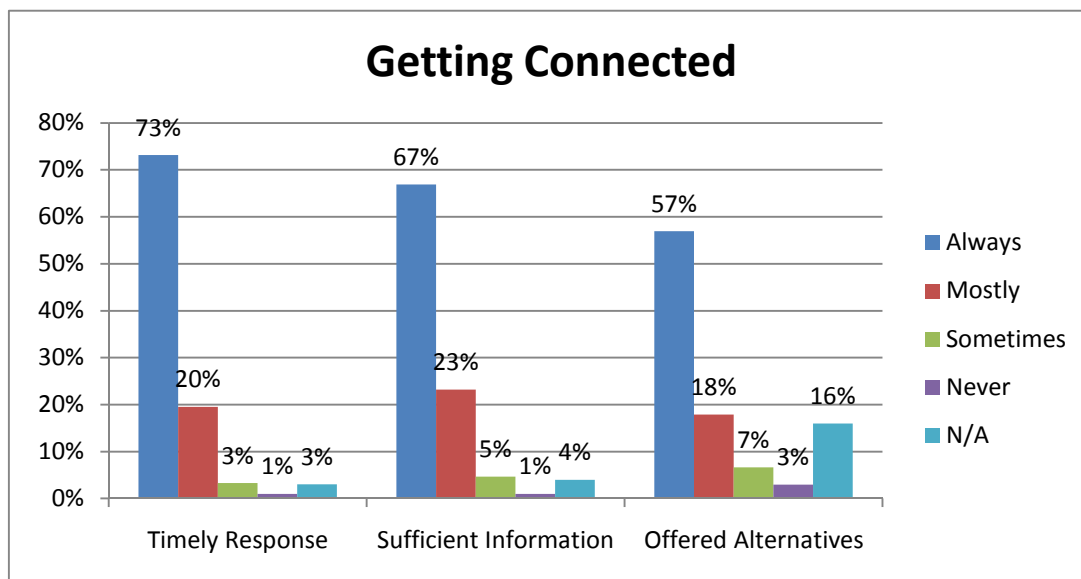
*"...I was reduced to tears and my stress levels were increased... People need to be very careful giving other people advice and telling them what to do when they don't really know the situation or the people involved..."*

### Getting connected

Once the needs of Carers have been understood, the next step is to connect them to appropriate support. The degree to which Carers feel connected was assessed by measuring:

- The timeliness of the organisation's response to inquiries,
- How often inquiries were answered with sufficient information, and
- How often alternative service options were offered if Carers ACT was unable to provide support.

Carers' responses to these questions are shown below. These results indicate that the majority of Carers feel they are connected to services in a satisfactory manner.



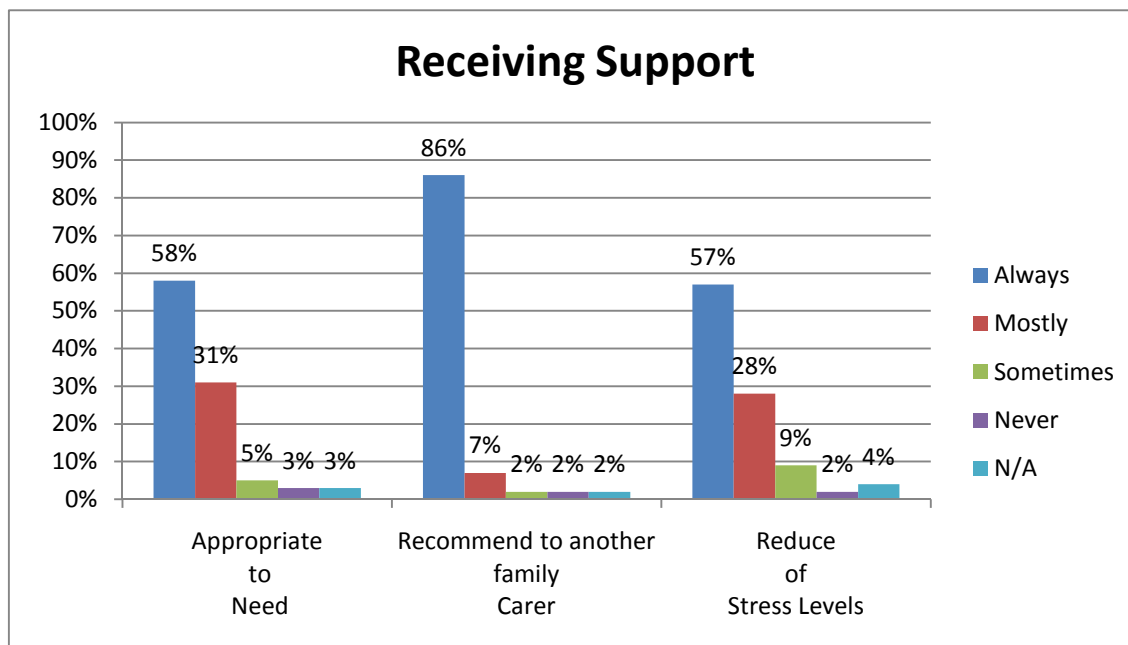
A small number of Carers are dissatisfied with the timeliness of responses. The comments reveal that at the time that Carers contact Carers ACT, they are often desperate for immediate assistance.

*"I find the use of part-time staff frustrating. They never seem to be there when I want or need them. Phone call returns are not reliable – perhaps you need a computerised phone call log showing calls in, responses, action..."*

### Receiving support

Once Carers have been connected to a service, we want to know if the support they receive is effective. We measured this by looking at how often support is appropriate to needs, how often support received reduces the Carer's level of stress, and whether Carers see support as valuable enough to recommend it to others in a similar situation.

*"The counselling service I receive through Carers ACT is the single greatest (non-financial) support I receive and I rely heavily on it"*



Ninety four per cent (94%) of Carers feel that Carers ACT provides support appropriate to their needs. Ninety five per cent (95%) of Carers receiving support from Carers ACT would recommend us to other Carers<sup>2</sup>.

It is interesting to note that Carer satisfaction levels drop when asked about the workers who actually deliver direct, in-home respite services (See Table 2). Carers ACT purchases services from other agencies whose staff deliver in-home respite support. It is widely acknowledged in the ACT community sector that there is a shortage of appropriately skilled direct care workers.

### Limitations of the results

It is important to remember when looking at the data, that it only provides us with a basic picture of the experience that Carers have had when they have contacted and received services from Carers ACT. Care must be taken when interpreting the results as they have been derived from the answers of between 17% and 27% of the clients who received services in the last financial year (See Table 1 on Page3). Error is introduced because we are not receiving surveys from all clients. In addition, as mentioned previously, a significant percentage of clients access multiple services, which may also add error to the satisfaction figures for individual programs. Although

<sup>2</sup> These percentages have been calculated by summing the always, mostly and sometimes figures for each question (for example 'appropriate to need' is 58 + 31+5 = 94%). Another way to get a sense of how appropriate to need our services are (or for any of the other specific questions) is to look at table 2. The figures shown are an average Carer response ie for the 'appropriate to need' question in the general services section there is 88% satisfaction level which corresponds to average Carer response about halfway between always and mostly satisfied.

we have made an effort to provide satisfaction figures for different services, this is just an indication.

### Indigenous and CALD Carers

This year we added an extra question about cultural background in an effort to obtain more information about the experience of Carers from different cultural backgrounds. Unfortunately we did not get a high enough response rate (approximately 5 people responded affirmatively to having an Indigenous or CALD background) to be able to make any meaningful observations.

### Young Carers

On average, the young Carers who responded to this year's survey rated the program to be half way between pretty good and awesome.

93% of young Carers were satisfied that they received services that were appropriate to their needs, with 20 out of the 28 who responded saying that the program fully met their needs. No young Carers reported that the program did not meet any of their needs.

*"...you respect our needs and respond to them"*

20 young Carers said that the program had helped them at school or at home. Financial assistance with school related expenses was the most common way in which the program had helped.

The comments revealed that many young Carers felt understood in program, both by the workers and the other young Carers

*"I like being able to connect with people, my own age about issues that my other friends might not understand"*

## How do the satisfaction levels compare with last year?

The average satisfaction levels for this year surpass the client satisfaction goals of 80% satisfaction that many programs, including the Carer Advisory Service (part of general) and the respite centre set in the 2009-2010 Business Plan and the 2008-2011 Strategic Plan. Although this year's satisfaction levels are high, they are slightly lower than those reported last year.

The overall client satisfaction rate for Carers accessing general services through Carers ACT in 2009-2010 was 89% compared to last year's figure of 94.9%. The overall satisfaction levels for Carers accessing the Commonwealth Carelink and Respite Centre in 2009-2010 was 89% which is down from 98.7% in 2008-09.

Although client satisfaction is down slightly from last year, a closer look at the survey results reveals that the majority of Carers (89%) have ticked *'always satisfied'* which lends support to the premise that our organisation's goals match the needs of Carers.

A small minority of Carers have expressed dissatisfaction with their experience with Carers ACT.

***"First contact staff, of late are not as helpful; staff must be able to empathise and relate to Carers"***

While not attempting to minimise the concerns raised by Carers, it is important to note that there are two factors that may have resulted in disappointment in staff response from some Carers. Sometimes it is difficult to meet all Carers' needs within available program funding and it can take some time to negotiate timely support needed from other agencies. Secondly, like most community organisations, Carers ACT has had some staff changes which may have led to some inconsistencies in staff responses to Carers needs.

*"Delays in approval of financial assistance for equipment does cause stress to us"*

Carers ACT have relocated two premises, previously at Belconnen and Torrens into a central centre at Holt with a planned satellite centre in Canberra's Southside. The relocation of Carers ACT is a change impacting on Carers directly, particularly those Carers who come to the office for support groups, counselling or information. We received multiple comments relating to the move to Holt. This is understandable particularly as the move coincided with the timing of the survey's distribution. Some Carers reported feelings of excitement at the new opportunity, while others expressed disappointment, particularly if they are reliant on public transport to get to Holt.

*"Love the new premises"*

*"There has been information in the media that all carer services will soon transfer to Holt. As I attend meetings at Torrens, and my transport options are limited, this move would be impossible for me"*

Delays in relocating to Holt impacted on our communications with families about the exact dates of relocation and opening of the new Southside premises. The move to Holt eventuated at end of June and the Woden centre subsequently commenced in July. The Woden Centre is located in the Smith Family premises providing an intake, assessment and counselling service, Monday-Friday from 9am-5pm. Further promotion about the availability of this service is scheduled to occur over the next few months.

## **Progress made on the areas identified for improvement in last year's survey**

The goals set out in the Business Plan for Carers ACT for 2009-2010 were influenced by last year's survey results, which identified two areas for improvement. These were as follows:

- Identification of alternative strategies and or guided referrals for meeting Carer need where service requests are unable to be provided, and

- Improved assessment of the depth and breadth of unmet need was also identified as a priority issue for Carers ACT to improve outcomes for Carers. These areas for improvement were incorporated into the business plan for 2009–10, particularly in the form of two of the key areas of focus set out for Service Delivery (KRA1);
- We will improve our internal and external referral pathways for Carers to ensure they receive holistic support in their caring role. Our motto will be *“If we haven’t got a service to meet Carers’ needs then we will find one that can”*
- We will work extensively across our networks to investigate available service options to link caring families and share/store this knowledge with our internal colleagues.

### Internal and external referral pathways

It is clear from the comments received that it is important for Carers to have a clear referral path from first point of call (including the way they find out about Carers ACT) to the service that best suits them. In some cases Carers may require greater assistance by having a guided referral or for CACT to locate specialist case management service for ongoing intensive support to Carers with more complex needs. Many Carers have found Carers ACT to be an excellent first point of call to assist them to make sense of the service provision maze.

*“Your organisation helped me so much when I just didn’t know which way to turn. Everyone I ever speak to is very supportive and if they can’t help, give me suggestions where and who I might contact. A very big thank you to a wonderful organisation”*

However, there is also some room for improvement in this area as we have received comments that some people have found the referral process un-helpful.

*“I don’t have time for endless referrals – particularly if not useful info”*

The responses to the survey questions (See table 2 and Getting Connected chart) also show a slight decrease in satisfaction around the question: “If Carers ACT is unable to

provide the service I want; I am offered an alternative to assist me". Although Carers feel that Carers ACT is, on the whole, listening, understanding and responding in a timely manner, they are slightly less satisfied with the referral process when they need to be referred to another service.

## Unmet Need

As previously mentioned, last year's survey report identified the measurement of the depth and breadth of Carer unmet need as a priority issue. It is clear that there is unmet need among Carers and Caring families.

There were multiple comments illustrating the uniquely difficult situations that Carers can find themselves. Many comments pointed to the fact that appropriate support for their care recipient was the best way to support them.

*"I don't feel Carers can help me with the ongoing problems of a husband and son with mental illness...need a buddy for my son...I am totally alone in this role. I know you are doing a great job in lots of ways but it is the system that doesn't work"*

*"Would recommend to other Carers if they needed emergency help – ongoing help not available past urgent period (deemed by Carers on a basis of need because of lack of resources. Ongoing care is still required but have to find it ourselves – very time consuming and stressful"*

Other Carers seemed to be pushed to the limit to the point that they are unable to seek help to try and improve the situation

*"I do not have the time to attend any support groups it is a sad and lonely business – I won't be rejoining Carers ACT"*

## What have we learnt?

Feedback from Carers is critical to our learning and improvement as an organisation. Analysis of Carers' feedback in this survey will now form the following key actions in the coming 12 months:

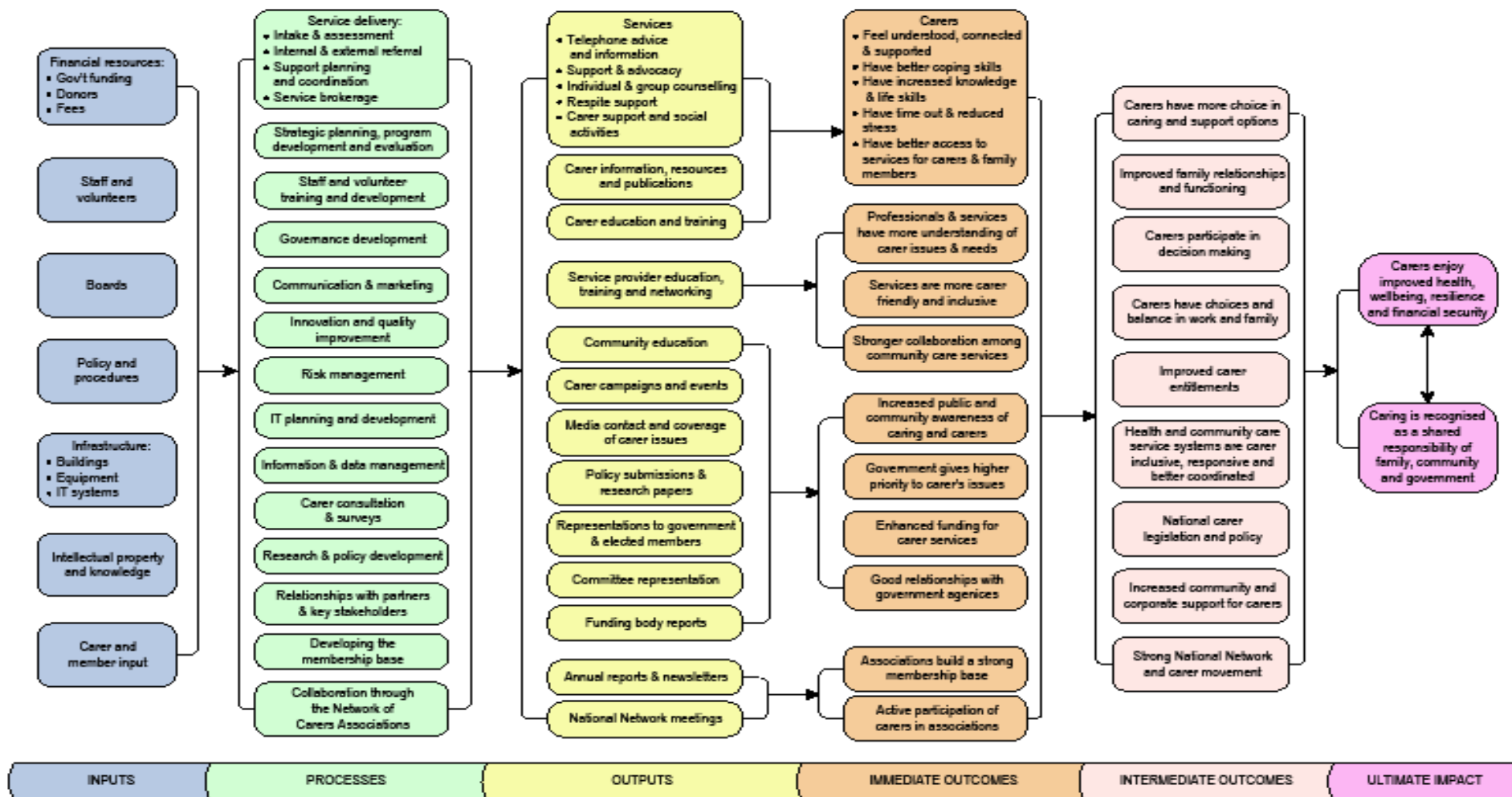
- Increased promotion about Carers ACT's service locations in north and side Canberra. Promotion will include the availability of our services on Saturday mornings at Holt from 9 to 12 noon (the number of Carers accessing our services on Saturday mornings continue to be low).
- Bedding down the services in the new Holt and Woden premises will be a priority for this financial year. The delivery of Carers ACT programs services from one site will enable better referrals across services provided within Carers ACT. Co-location with other relevant services in the Holt building will also provide more effective external referrals.
- We will engage with Carers to help inform our staff training for consistent assessment and referral as well as enhance staff knowledge of complex issues affecting Carers and their families.
- We will review our service design and response in programs where there are part time staff to ensure timely and effective follow up to Carers in need and an improved seamless service system.
- Carers ACT has made significant investment in a new integrated business management system. This will reduce staff administration time, enabling more time to focus on responding holistically to Carer needs and including automated reminders for the numerous follow up actions to manage Carers needs more effectively.

We will also be developing strategies to better engage with a more diverse group and higher number of Carers in the ACT, and to this end we will be considering the extent to which we can embrace new social media opportunities, including Facebook, Twitter and/or amendments to our current website to enable interactive discussions to take place. Work is already underway on a new website for Mental Health Carers.

**List of appendices**

Appendix A	Program Logic Framework
Appendix B	Service Surveys
Appendix C	Cover Letter for Surveys

## Network of Carers Associations Program Logic Map



## Understood, Connected and Supported

### *Carers ACT Annual Service Evaluation*

*What do we do well and how we can improve to better support you in your caring role?*



Please tick the Carers ACT or ACT Respite and Carelink service that you usually access:

- Information       Respite (services you received in your home)       Respite (services in a residential facility)       Other Service
- 
- (please name)

Please select the response that most closely represents your overall experience with Carers ACT or the ACT Respite and Carelink Centre:

### *Feeling Understood*

When I contact Carers ACT, staff members listen and I **feel understood** and respected

- Always       Mostly       Sometimes       Never

### *Getting Connected*

When I contact Carers ACT I receive a **timely** response to my questions

- Always       Mostly       Sometimes       Never

When I contact Carers ACT I am provided with **sufficient information** that is appropriate to my needs.

- Always       Mostly       Sometimes       Never

If Carers ACT is unable to provide the service I want, I am **offered alternatives** to assist me.

- Always       Mostly       Sometimes       Never

### *Receiving Support*

The services provided by Carers ACT are **appropriate to my needs**

- Always       Mostly       Sometimes       Never

I would recommend Carers ACT to *other family Carer*

- Always       Mostly       Sometimes       Never

The services provided by Carers ACT help **reduce my level of stress**

- Always       Mostly       Sometimes       Never

Have you any suggestions or other comments for how we can improve our services to you?

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*Thank you for your time in completing this survey, your comment is much appreciated*

# Understood, Connected and Supported

## Carers ACT Annual Service Evaluation

What do we do well and how we can improve to better support you in your caring role?



Please tick the Carers ACT or ACT Respite and Carelink services that you access:

- Information       Respite (services you received in your home)       Respite (services in a residential facility)       Other Service
- \_\_\_\_\_ (please name)
- Counseling       Workshop or Group

Please select the response that most closely represents your overall experience with Carers ACT or the ACT Respite and Carelink Centre:

### Feeling Understood

When I contact Carers ACT, staff members listen and I **feel understood** and respected

- Always       Mostly       Sometimes       Never

### Getting Connected

When I contact Carers ACT I receive a **timely** response to my questions

- Always       Mostly       Sometimes       Never

When I contact Carers ACT I am provided with **sufficient information** that is appropriate to my needs.

- Always       Mostly       Sometimes       Never

If Carers ACT is unable to provide the service I want, I am **offered alternatives** to assist me.

- Always       Mostly       Sometimes       Never

### Receiving Support

The services provided by Carers ACT are **appropriate to my needs**

- Always       Mostly       Sometimes       Never

I would recommend Carers ACT to **another family Carer**

- Always       Mostly       Sometimes       Never

The services provided by Carers ACT help **reduce my level of stress**

- Always       Mostly       Sometimes       Never

Please let us know if you identify as having the following cultural backgrounds:

- Aboriginal or Torres Strait Island background       Non English speaking or culturally diverse background

Have you any suggestions or other comments for how we can improve our services to you?

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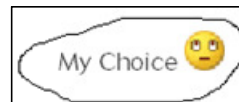
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Thank you for your time in completing this survey, your comment is much appreciated.



## Young Carers – Shout It Out!

Please circle one response for each question



How do you rate the Young Carers program?

Awful 😞 Not Bad 😐 Okay 😐 Pretty Good 😊 Awesome 😄

Has it helped you at school or at home?

No 😞 Yes 😊

If Yes, in what way has it helped?-----

Do the Young Carers workers listen when you talk to them?

No 😞 Yes 😊 My Mum or Dad mostly talks to them 😐

Do you come from an Indigenous, Torres Strait Islander or Non-English speaking family?

Indigenous or Torres Strait Islander 😊 Non-English speaking 😊

Did the services you received meet you needs?

not met 😞 partly met 😐 fully met 😊

What do you like about the Young Carers program?

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Is there anything you don't like about it or is there stuff we could do better?

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Thanks heaps!



June 2010



Dear Parent or Guardian of a Young Carer

Carers ACT is conducting a survey to see if our supports and services are helping to support Young Carers in their caring role. Your name has been selected as our records show that you have accessed the Young Carer Program in the past 12 months. However, if your caring circumstances have changed in the past year, please accept our apologies for any distress caused and please disregard this letter if it is inappropriate to your needs.

The Young Carer survey is on the reverse of this letter. It has been designed to be suitable for completion by children and young people, as they are the person in receipt of our services. **We would like your permission and support to assist the Young Carer to complete and return the survey.** Please note that participation in the survey is completely voluntary and confidential.

We do understand that in many circumstances a Young Carer may have received a service from us without direct contact, or that other circumstances may make it inappropriate for them to complete the survey on their own. If this is the case, and you would still like to participate, please complete the form in consideration of how our program has (or has not) helped them to be supported in their caring role, and tick the box marked *"Parent/Guardian Completed"* at the top right corner of the survey.

As an added incentive, we have enclosed a competition entry for your chance to win a Hoyts Family Gift Pass valued at \$59.00. Please complete your details and seal it in the specially marked envelope inside the reply paid envelope with your completed survey. The competition closes at 5pm on **9<sup>th</sup> July 2010** and only original entry forms are valid (facsimiles will not be accepted). The winner will be directly notified by Carers ACT on Monday 3<sup>rd</sup> August 2010.

The findings of the survey will be reported to our Australian and ACT Government funding bodies at the end of July, and we will also make the report publically available on our website at [www.carersact.asn.au](http://www.carersact.asn.au) in August.

On behalf of all the staff at Carers ACT, we thank you for your time and your feedback.

Yours sincerely

A handwritten signature in black ink, appearing to read "Dee McGrath".

Dee McGrath  
CEO

June 2010



Dear Carer

Carers ACT aims to provide effective support to Carers. The only way we can know if we are successful is to ask you and other Carers. Your evaluation of our work and your suggestions about how we can do our job better will assist us to improve the support we provide.

We are mindful that as a Carer you are very busy, and whilst we value your feedback we understand that it can be difficult in some circumstances to find the time to complete a survey. Remember that this is not your only chance to tell us how it's going and we appreciate feedback at anytime.

Your name has been selected as our records show that you have accessed our services in the past 12 months. If your caring circumstances have changed in the past year, please accept our apologies for any distress caused and please disregard this letter if it is inappropriate to your needs. If you have received more than one of our services you may have received more than one survey so please just complete one survey.

The survey has been designed as a '2 minute tick the box' and can be found on the reverse of this letter. If you would like to provide additional comments or suggestions then it may take a little longer, but we really do appreciate your input. We've enclosed a tea bag so that you can have a cuppa while you complete the survey. A reply paid envelope has been enclosed to help you return your completed survey by **12th July 2010**.

The findings of the survey will be reported to our Australian and ACT Government funding bodies at the end of July. We will also make the report publically available on our website: [www.carersact.asn.au](http://www.carersact.asn.au) in August.

On behalf of all the staff at Carers ACT, thank you for your time and your feedback.

Thank you.

Sincerely

A handwritten signature in black ink, appearing to read "Dee McGrath".

Dee McGrath  
CEO