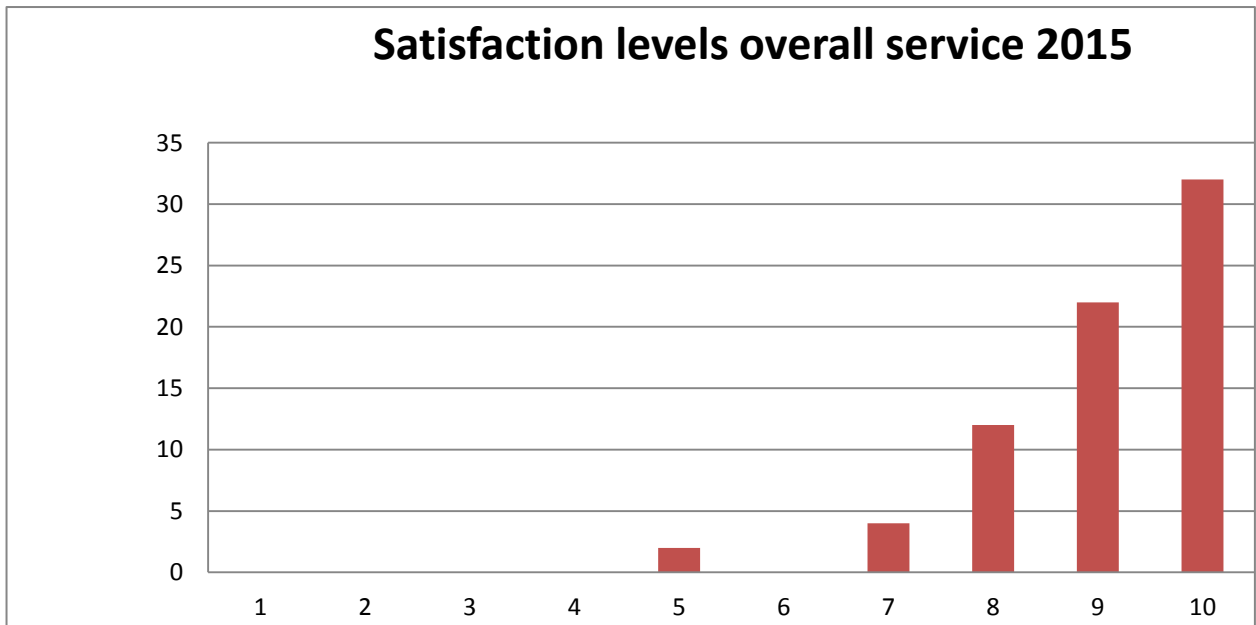


2015 CLIENT SURVEY RESULTS

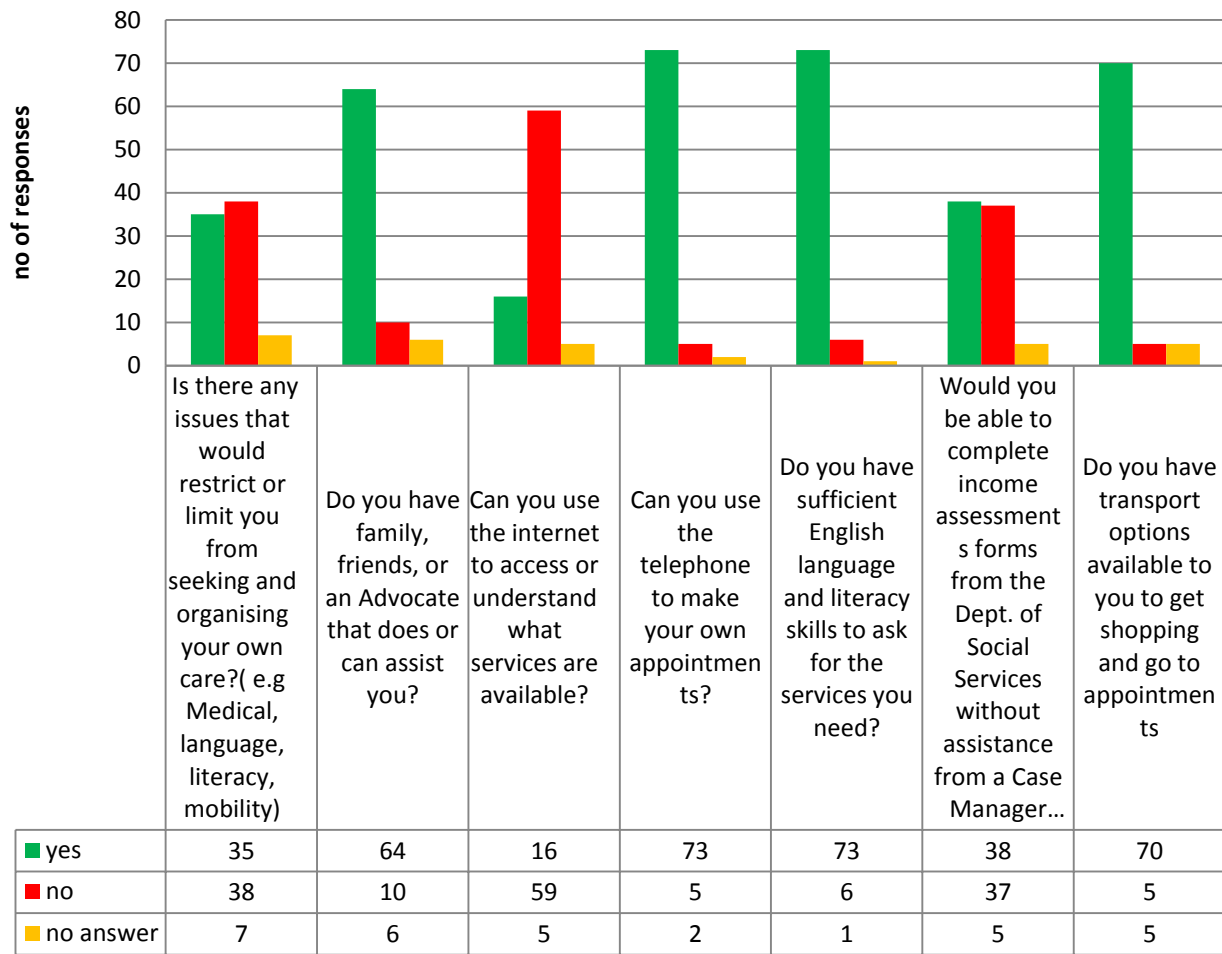
ONE WAY COMMUNITY CARE TASMANIA ENSURES IT MEETS ITS OBLIGATIONS IS TO SEND OUT A SURVEY TO CLIENTS ASKING THEM TO EVALUATE THE SERVICES THEY RECEIVE. THE INFORMATION CLIENTS PROVIDE TELL US HOW WELL THEY UNDERSTAND THEIR RIGHTS AND HOW WELL OUR SERVICES MEET THEIR EXPECTATIONS.

IN JANUARY 2016 COMMUNITY CARE TASMANIA SENT OUT A SURVEY TO 278 CLIENTS. THE RESPONSES OF 80 SURVEYS RECEIVED AT THE BEGINNING OF MARCH ARE SHOWN ON THE GRAPHS BELOW. OVERALL, THESE RESULTS DEMONSTRATE THAT OUR CLIENTS ARE VERY HAPPY WITH THE CARE AND SERVICES THEY RECEIVE FROM COMMUNITY CARE NESB.

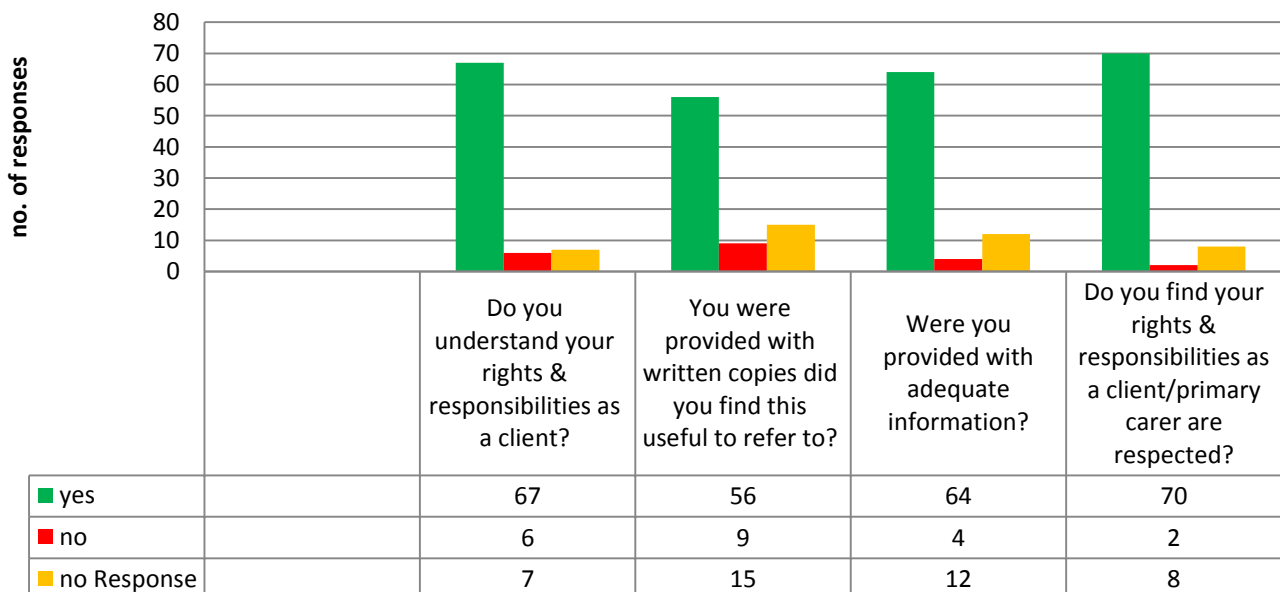


*The highest satisfaction level for overall service is 10

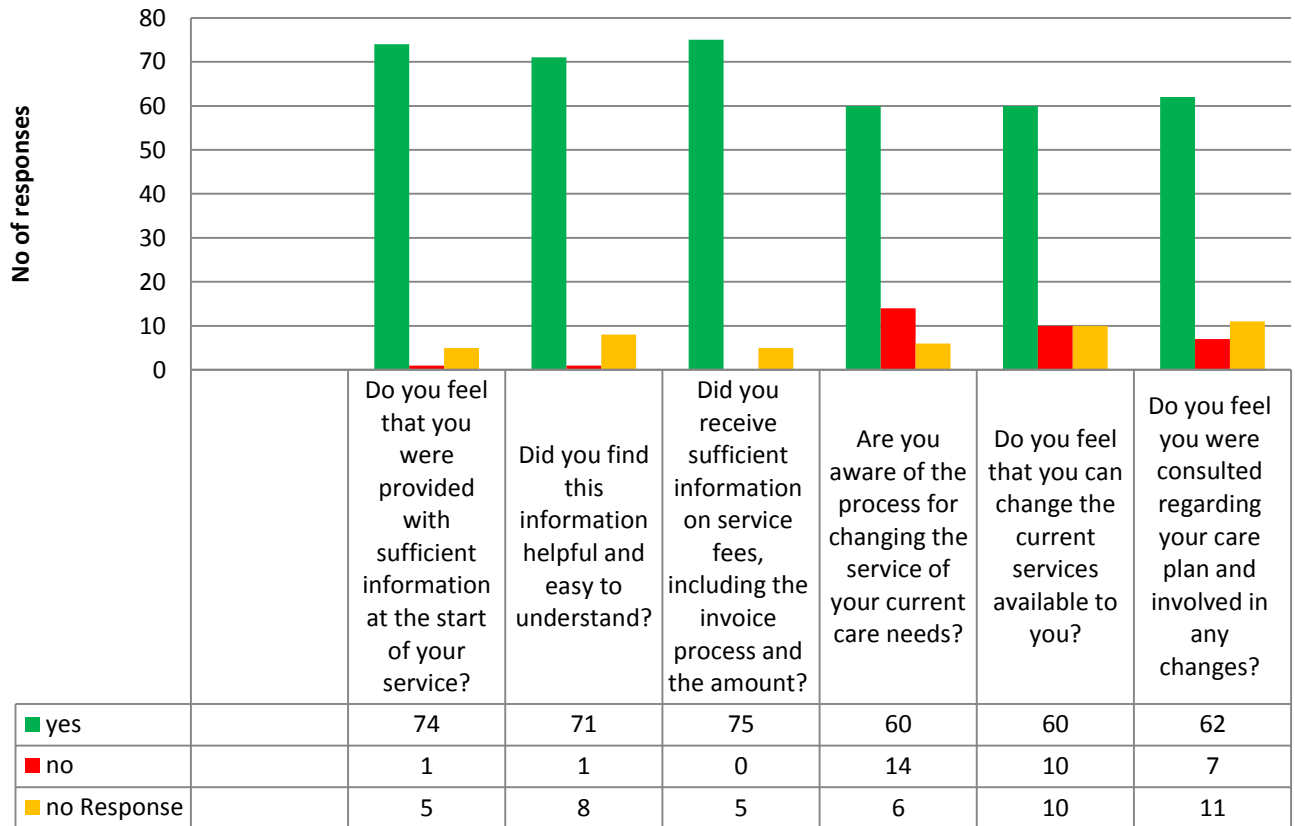
Ability to self manage care



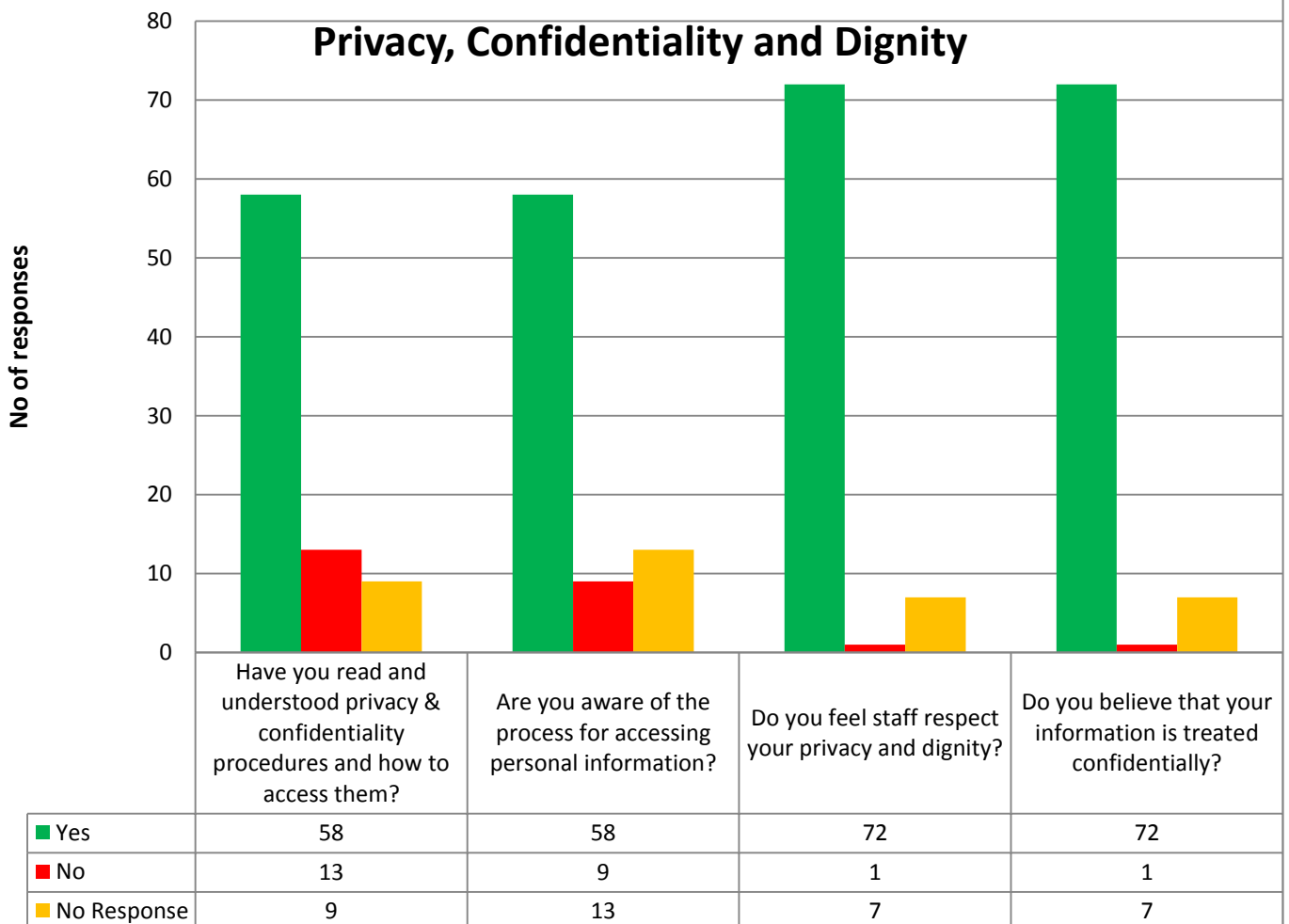
Rights and Responsibilities



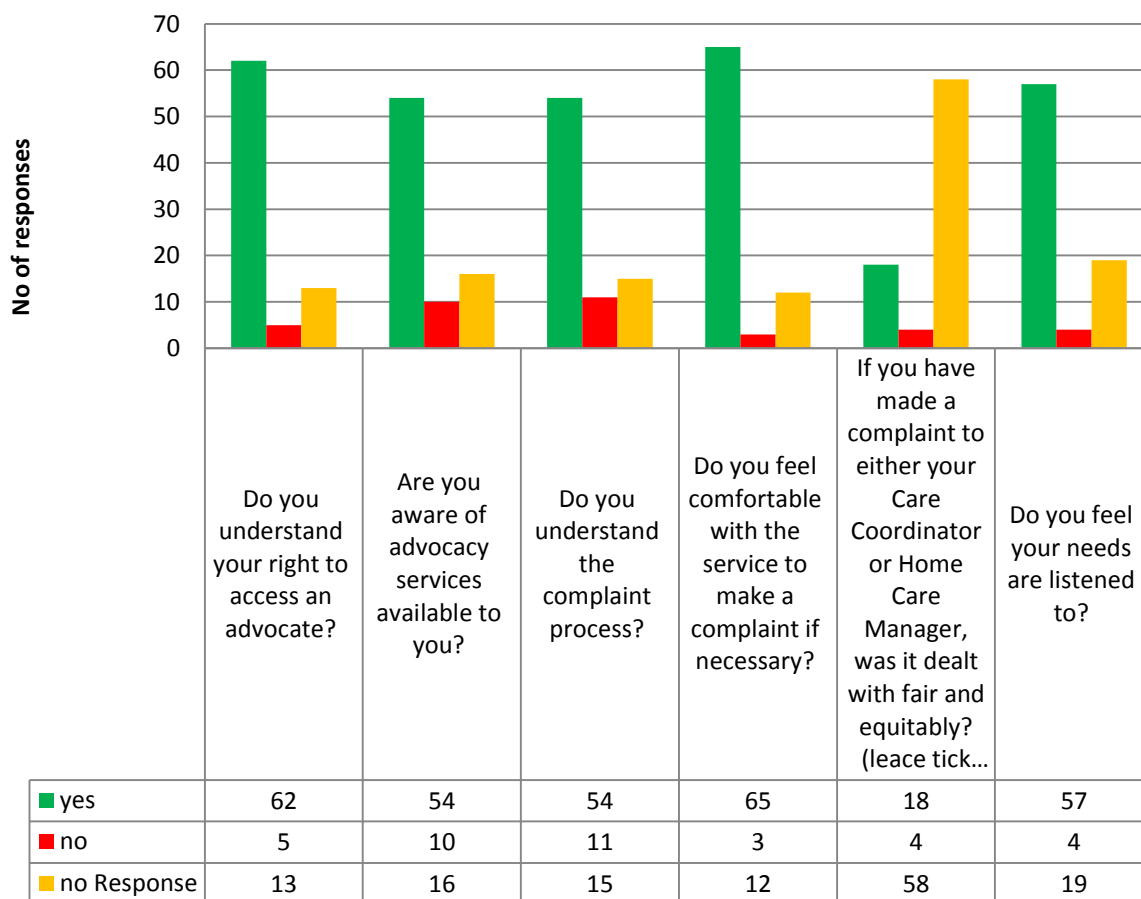
Information and Consultation



Privacy, Confidentiality and Dignity



Advocacy & Complaints



Service Delivery

