

Voices of oncology families – a Redkite national survey

background

Redkite offers support to children and young people (24 years and under) with cancer and their families. Support is available from diagnosis, throughout treatment, and after treatment ends and includes:

- ◆ financial assistance to help with the cost of essentials
- ◆ education and career support
- ◆ community-based information, support and counselling
- ◆ resources
- ◆ funding for in-hospital social workers and music therapists

One way we listen to the voices of families and understand to what extent we are meeting their needs, is through our regular national satisfaction survey. Redkite conducted its second satisfaction survey in March 2019.

objectives

The objectives of the satisfaction survey were to:

1. measure satisfaction with Redkite
2. measure the perceived outcomes for families receiving Redkite services
3. measure the perceived quality of Redkite's services
4. identify opportunities for service improvements

method

A total of 457 people who had used Redkite's services in 2018 participated in an online survey¹. Respondents included 383 parents/carers of a child/young person diagnosed with cancer and 74 young people who had been diagnosed with cancer.

key findings

Satisfaction with Redkite and its services

There was very high satisfaction with Redkite overall:

- 92% of families and young people were satisfied or very satisfied with Redkite overall
- 84% of families and young people agreed that Redkite had exceeded or met their expectations in the past 12 months
- 98% of families and young people would recommend Redkite to someone else in a similar situation.

"When calling Redkite [the] staff have always been fantastic"

-Parent

"Having someone who understood all we were going through and just to have that listening ear and a shoulder to lean on"

-Parent

Outcomes for families

Redkite believes that for a child or young person with cancer to have the best possible quality of life, their family also needs to be well supported. Redkite is helping support families to know where to go to connect to ongoing support and as a result of our services:

- 82% of families and young people agreed or strongly agreed that they felt more equipped to support their family
- 66% felt more in control of their/their child's care
- 71% of families and young people were aware of how to connect to ongoing support

"How quickly and easily I was able to get in touch"

- Young person, on what they valued most.

"[We] felt very supported from the time we put a request in to receive the laptop for our child with not much effort from our end made it a smooth process at a very stressful time which we so appreciated"

-Parent

¹1943 people were invited and 25% completed the survey.

Quality of Redkite services

The survey asked families and young people how they felt about a range of service quality areas. These included the ease of access to Redkite's services, the quality of services team, the relevance and usefulness of Redkite resources. Overall, there was high satisfaction with each of these areas. The findings demonstrate that families who use Redkite's services perceive them to be of a high quality.

82% of families and young people agreed or strongly agreed Redkite responds appropriately their needs

86% of families and young people agreed or strongly agreed that Redkite's services were appropriate for their cultural needs or background

In addition, the survey found:

96% of families and young people agree or strongly agree they trust and value Redkite

96% of families and young people agree or strongly agree Redkite treats them with compassion and respect

85% of families and young people agree or strongly agree Redkite is available for support at all stages of the cancer journey

"Knowing that there were people to talk to if we needed as parents or for my children. It makes you feel supported and able to deal with what is ahead. knowing there are options you can turn to"

-Parent

"[Redkite's Financial Assistance program] was a life saver for our family. We were so grateful to Redkite helping us with utilities bills and we felt cared for and it was helpful that we felt less stressed"

-Parent



areas for development

Following the survey feedback, Redkite are looking to improve some of our service areas including transforming of our financial assistance service, more proactive social work support, looking at opportunities to increase the accessibility of our services for families and young people and more widely promoting our suite of services to those that need our support.

conclusion

The results of the survey were overwhelmingly positive, indicating that families are very satisfied with Redkite's services and that those services are perceived to be of high quality, contributing to positive outcomes for children and young people with cancer and their families.

The survey findings are a useful way of showing how our services have performed over time and a way for us to track performance.

Although the findings were resoundingly positive, the detailed comments provided by participants are being used to identify and explore opportunities to continue to better meet the needs of families.

more information

For more information about this project, please contact the Redkite Research, Evaluation and Innovation team by calling **1800 733 548** or emailing re@redkite.org.au

Redkite is a national charity providing essential support to children and young people with cancer (0-24 years) and their families and support networks.

1800 REDKITE (1800 733 548) | www.redkite.org.au