

Satisfaction with Redkite's phone and email support

Background

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

One of Redkite's key services is phone and email support. Through this service, Redkite provides information, practical assistance and counselling directly to young people and their families. The service has been running since 2007.

In order to measure satisfaction with the service, Redkite conducted a survey with people who had used the service in the previous 12 months. The survey was designed to assess satisfaction against key elements of service quality, specifically: ease of access, service staff, equity, effectiveness, and responsiveness to client needs.

The survey was conducted between 29 October and 25 November 2013. In total, 88 people participated.

Key findings

Effectiveness

A key outcome for all types of service users was that they felt listened to (95% of all respondents agreed or strongly agreed they felt listened to).

For those who received emotional support, some of the most common outcomes were:

- their experience being normalised (88% agreed or strongly agreed that they now recognise that it is not unusual to feel the way they do in their situation)
- understanding their strengths (85% agreed or strongly agreed they now better understand some of their strengths).

"[One of the most helpful things was] having someone understand and explain that it's normal to feel differently about everything and accepting that."

"Just the fact of talking to someone helps me to clear my mind and work through my issues."

Service staff

The vast majority of respondents were satisfied or very satisfied with the qualities of the social workers they dealt with. The vast majority rated positively the social worker's:

- competence (96% agreed or strongly agreed the social worker seemed competent)
- understanding of their needs (96% agreed or strongly agreed the social worker understood their needs)
- communication skills (95% were satisfied or very satisfied)
- knowledge (94% were satisfied or very satisfied).

"The social workers are very good at 'hearing' what we're saying and actually understanding"

"[One of the most helpful things was] the compassion, understanding and ease of being able to speak with the social worker."

Ease of access

The vast majority of respondents were satisfied or very satisfied with:

- being able to contact the team by email or phone (95%)
- how quickly they received a response from the social worker (92%)
- hours of access (90%).

Equity

The majority of respondents (89%) agreed or strongly agreed that the service was appropriate for their cultural needs or background.

Responsiveness

The findings indicate that the service is meeting the needs of the vast majority of clients:

- 95% agreed or strongly agreed that they received the assistance they needed
- 92% agreed or strongly agreed that it is important to them that the service specialises in cancer support
- 93% indicated that the service met or exceeded their expectations.

Overall satisfaction

Overall satisfaction with the service was high:

- 96% of respondents were, overall, either satisfied or very satisfied with the service they received in the past 12 months.
- 91% strongly agreed they would recommend the service to someone else.

Conclusion

The survey findings clearly demonstrate that there is currently a high level of satisfaction with Redkite's phone and email support.

This is, of course, a positive result for Redkite and for users of the service, although a key challenge will be to maintain this high level of satisfaction as the service continues to expand.

More information

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

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