



interchange
Everyone belongs

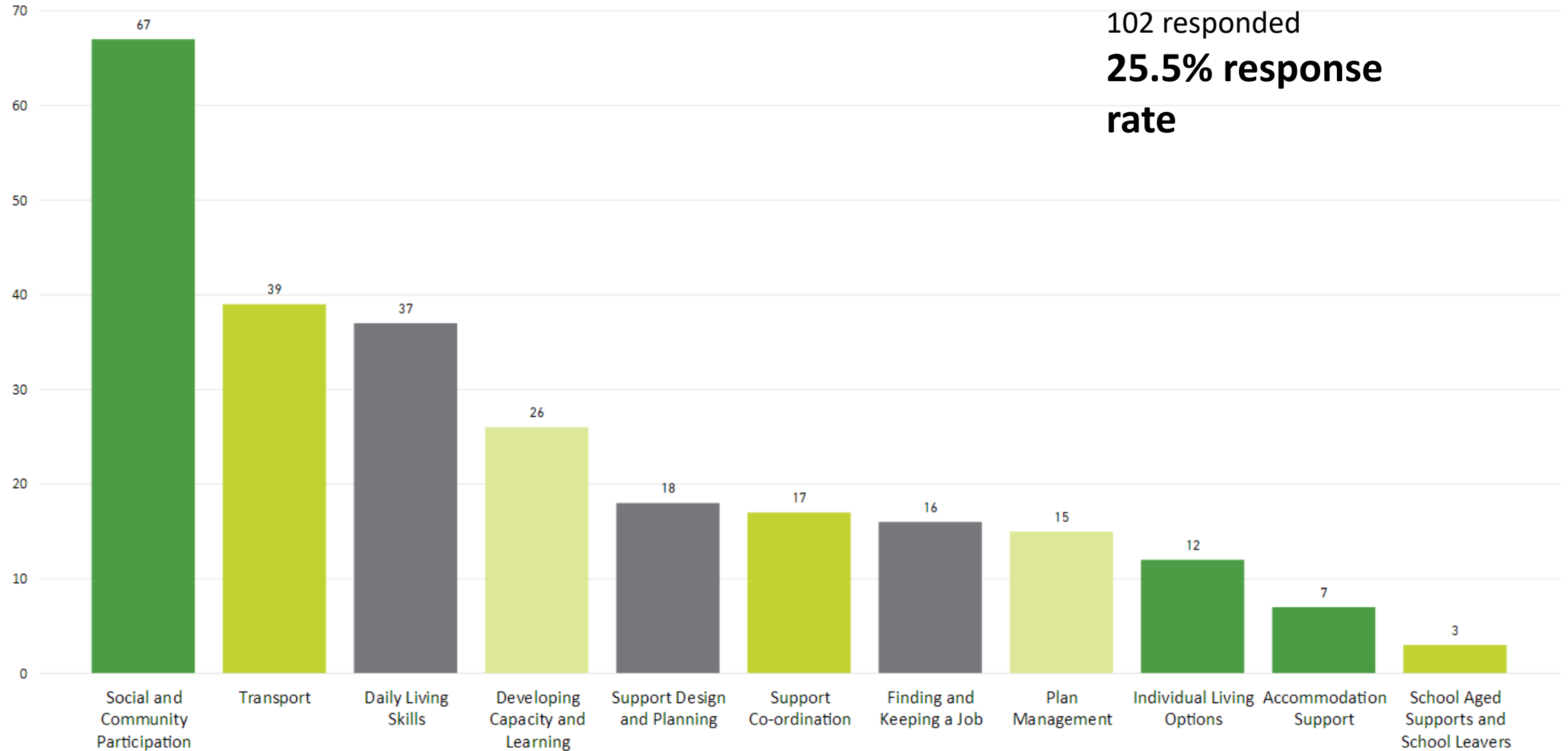
Customer Survey 2019

Conducted by E-QUAL

Our Approach

- E-QUAL developed a list of service quality dimensions (12)
- Co-design workshop held with 6 Interchange customers
- 6 dimensions were selected at the workshop. Questions developed around these dimensions – 1 to 5 or 1 to 10 scale, plus a Net Promoter question
- Qualitative questions – “ How could Interchange improve their communication with you”, “What is Interchange doing well”, “What can Interchange do to improve”
- Links to survey sent out by email and text, 3 week time frame to complete with regular prompts
- Survey posted out to increase response and closing date extended

The services I receive from Interchange are

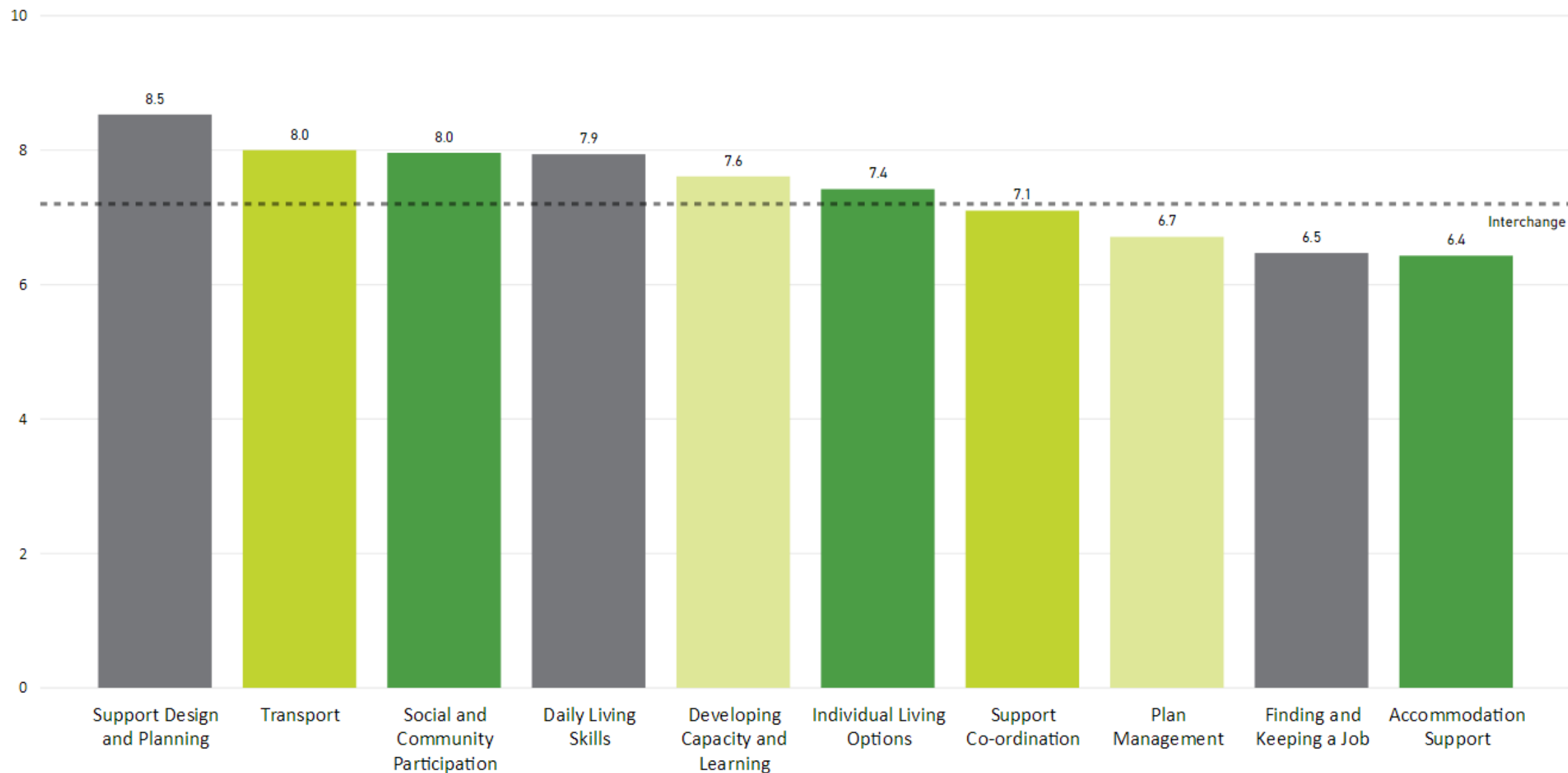


434 customers invited

102 responded

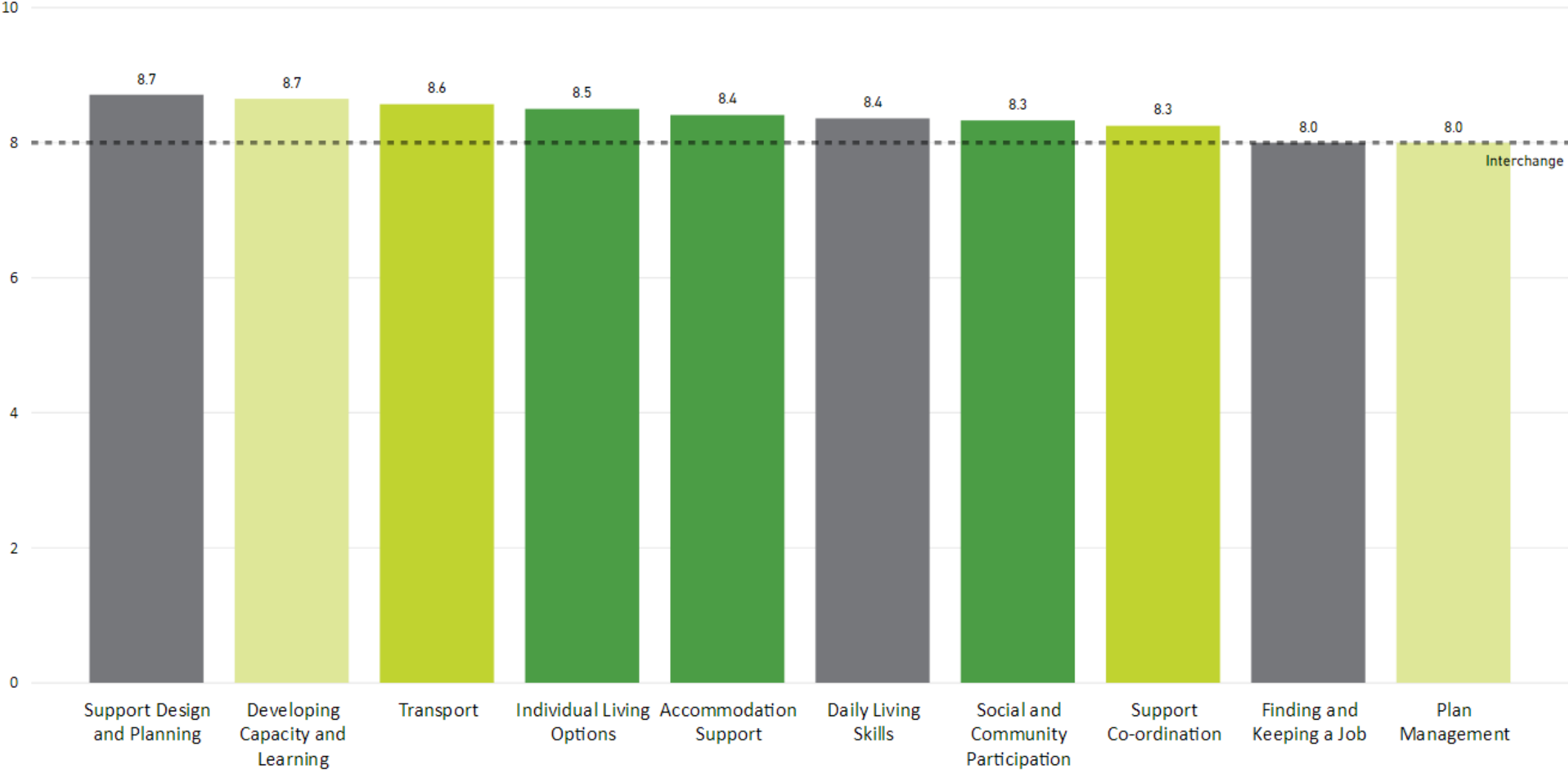
25.5% response rate

How happy are you with the communication between you and the Interchange office?



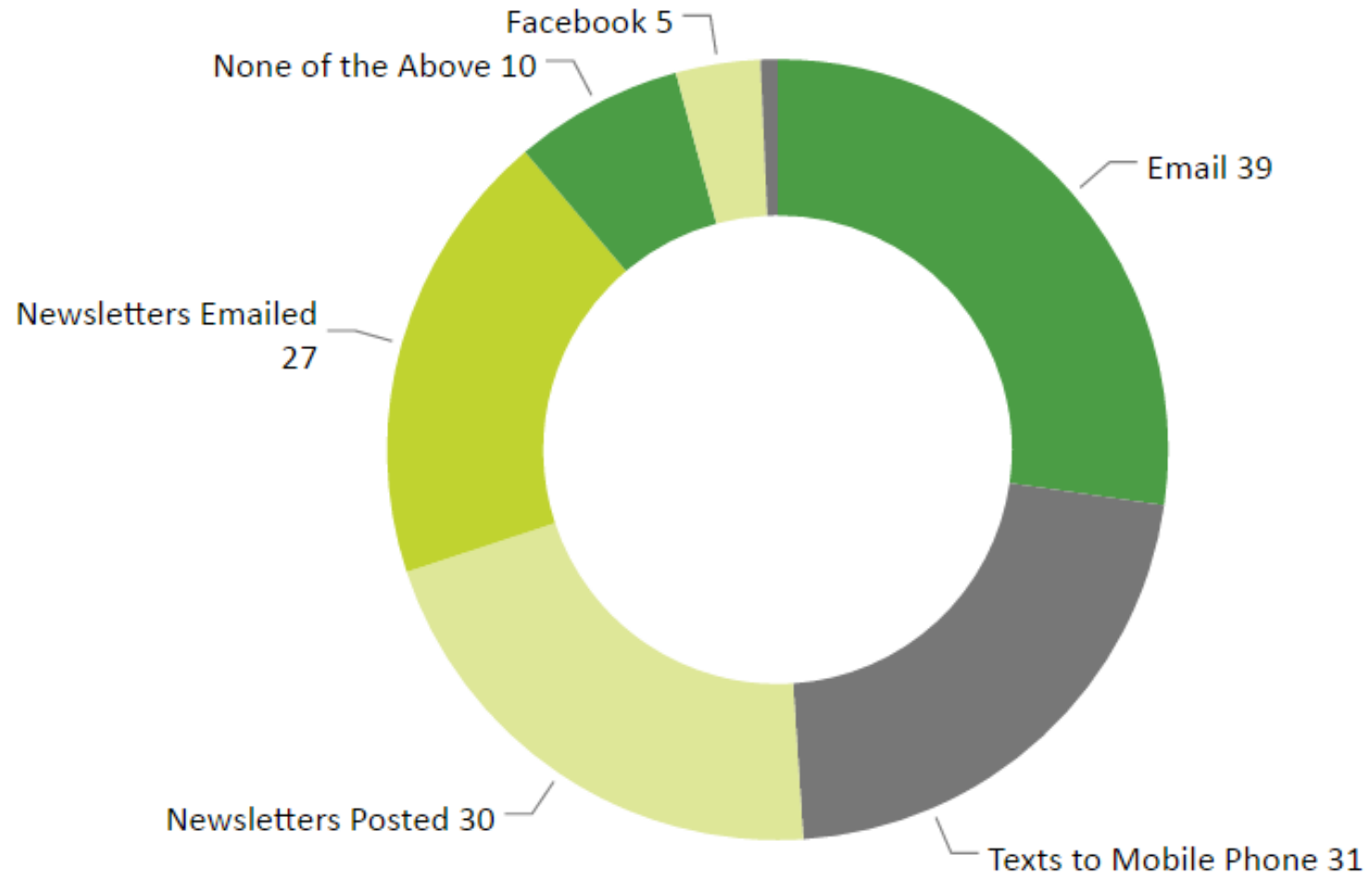
Key: 10= Extremely Happy, 1= Extremely Unhappy

How happy are you with the communication between you and your support staff?



Key: 10= Extremely Happy, 1= Extremely Unhappy

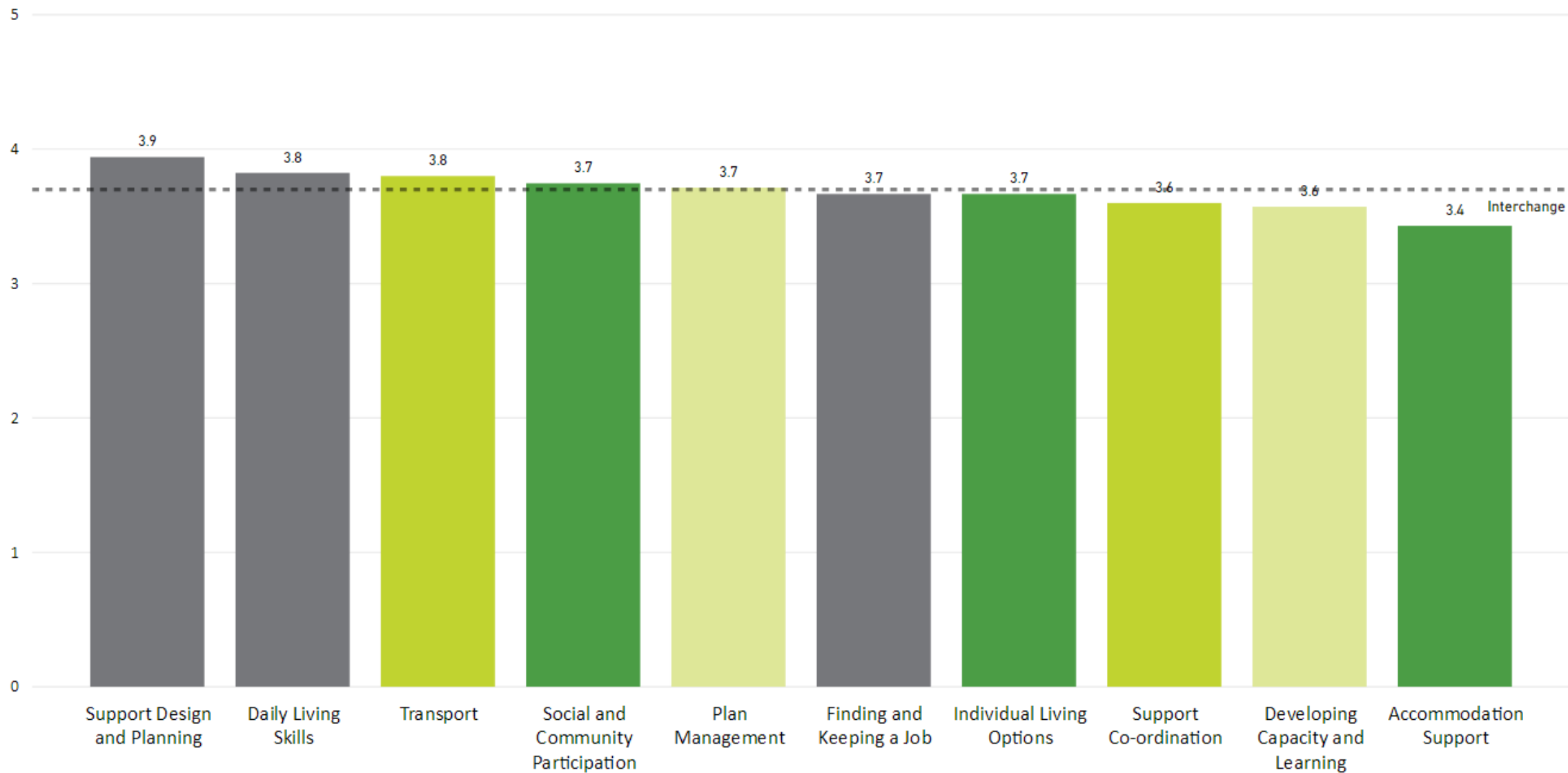
How do you want to receive general information about Interchange?



How could Interchange improve their communication with you?

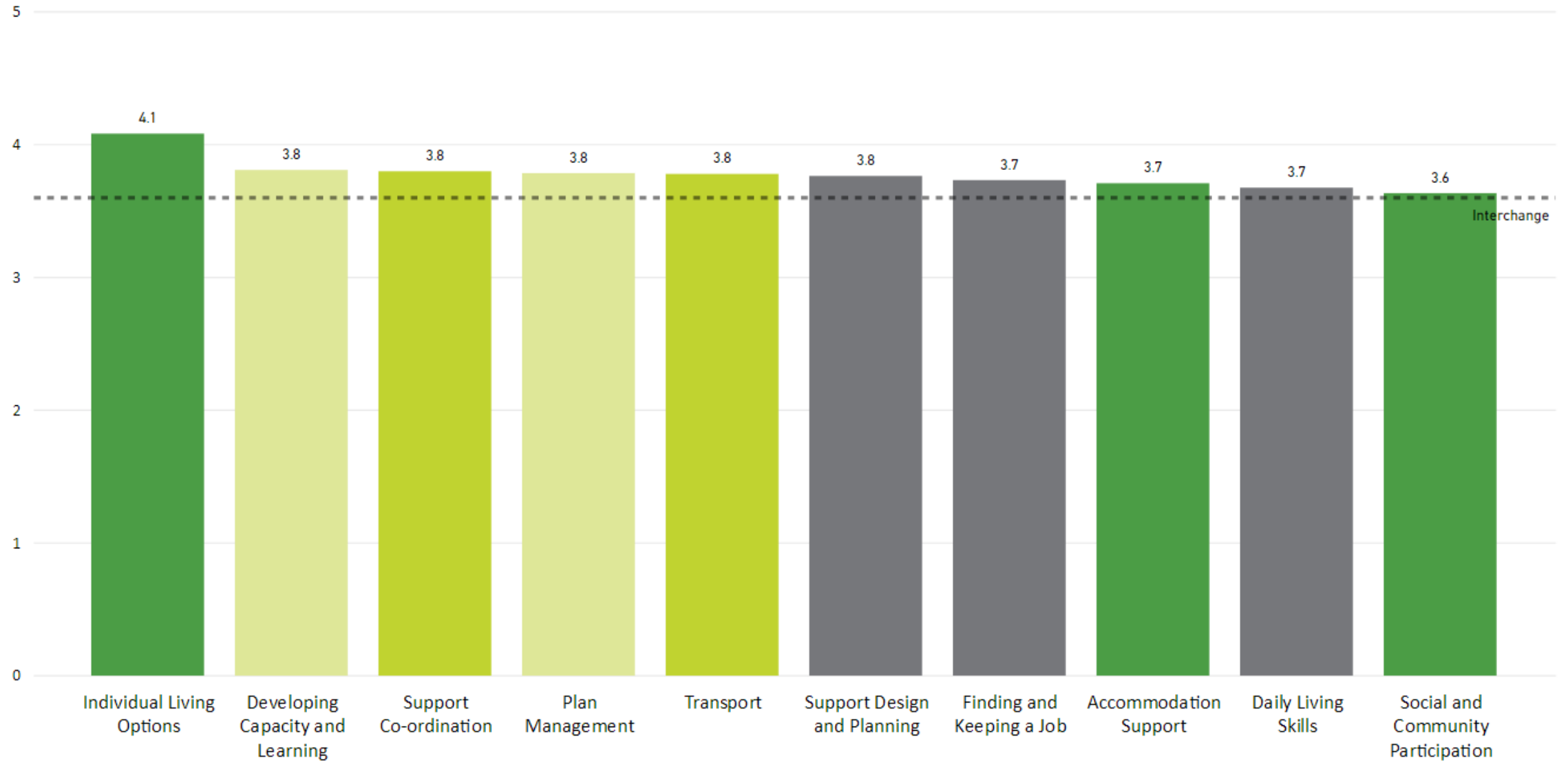
- Let us know about planned activities or staff changes in advance
- Provide updates about support and activities

I can make changes to my Interchange service



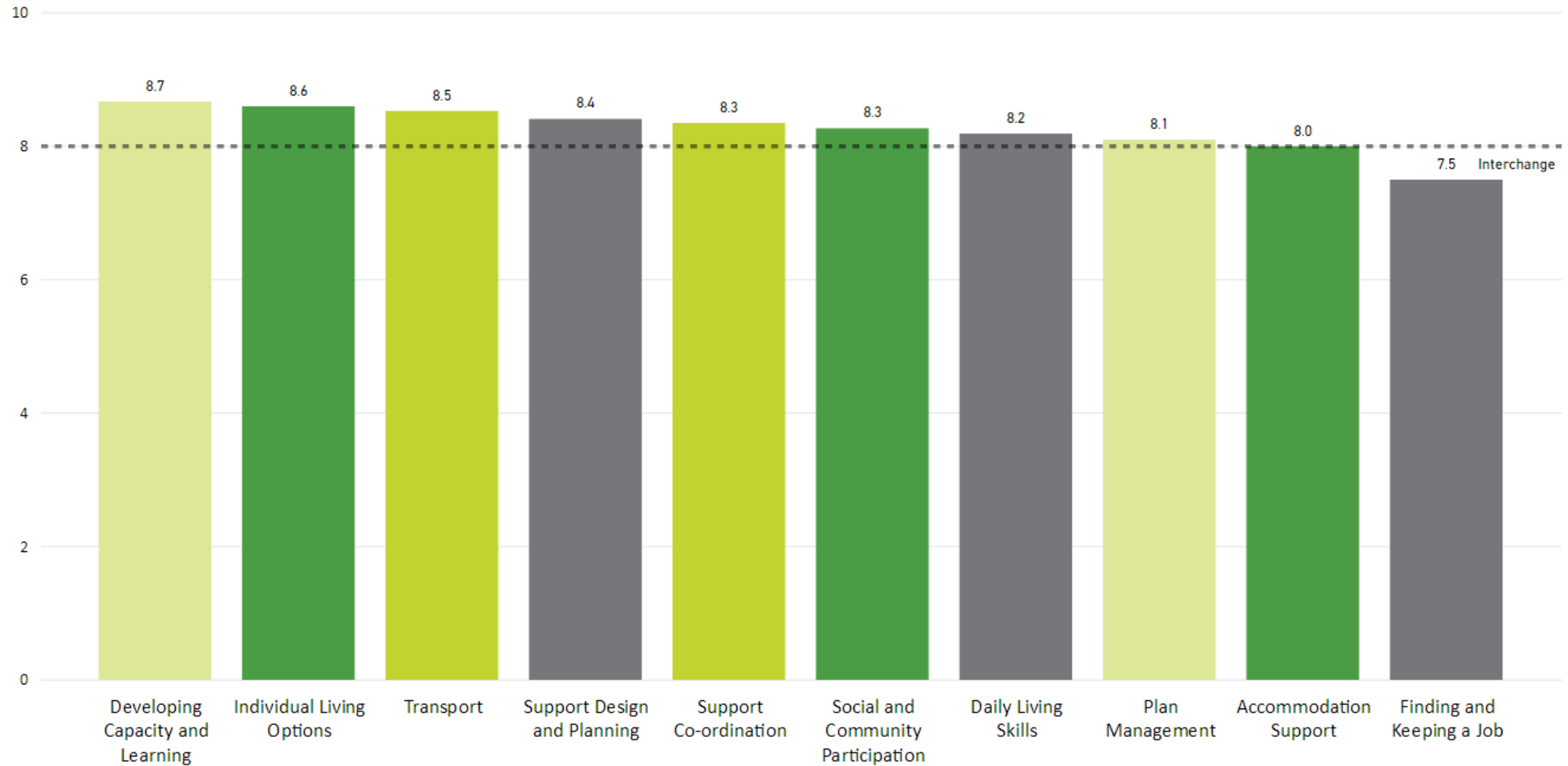
Key: 5= Strongly Agree, 1= Strongly Disagree

I can decide who supports me



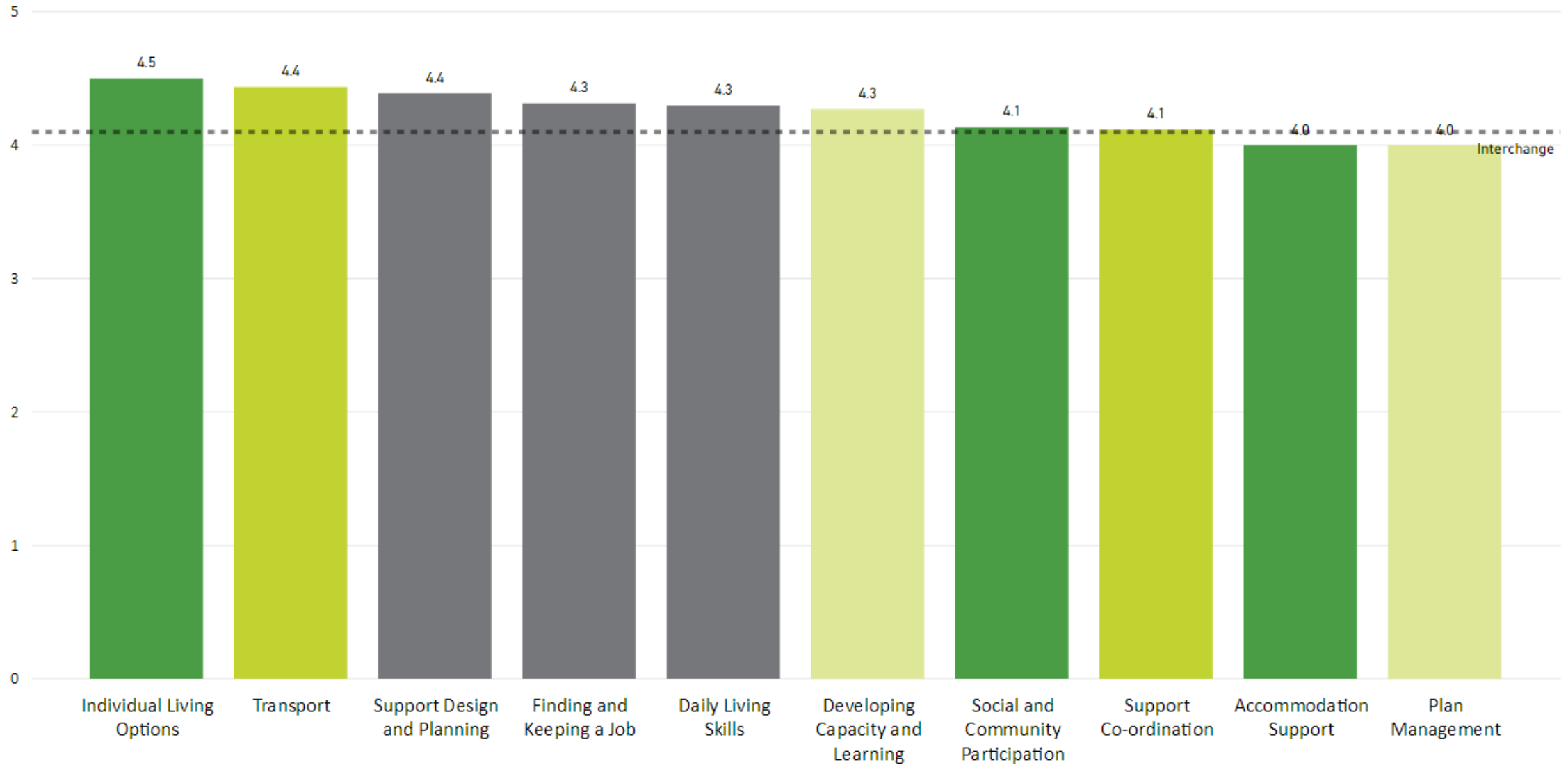
Key: 5= Strongly Agree, 1= Strongly Disagree

How happy are you with the services and support you get from Interchange?



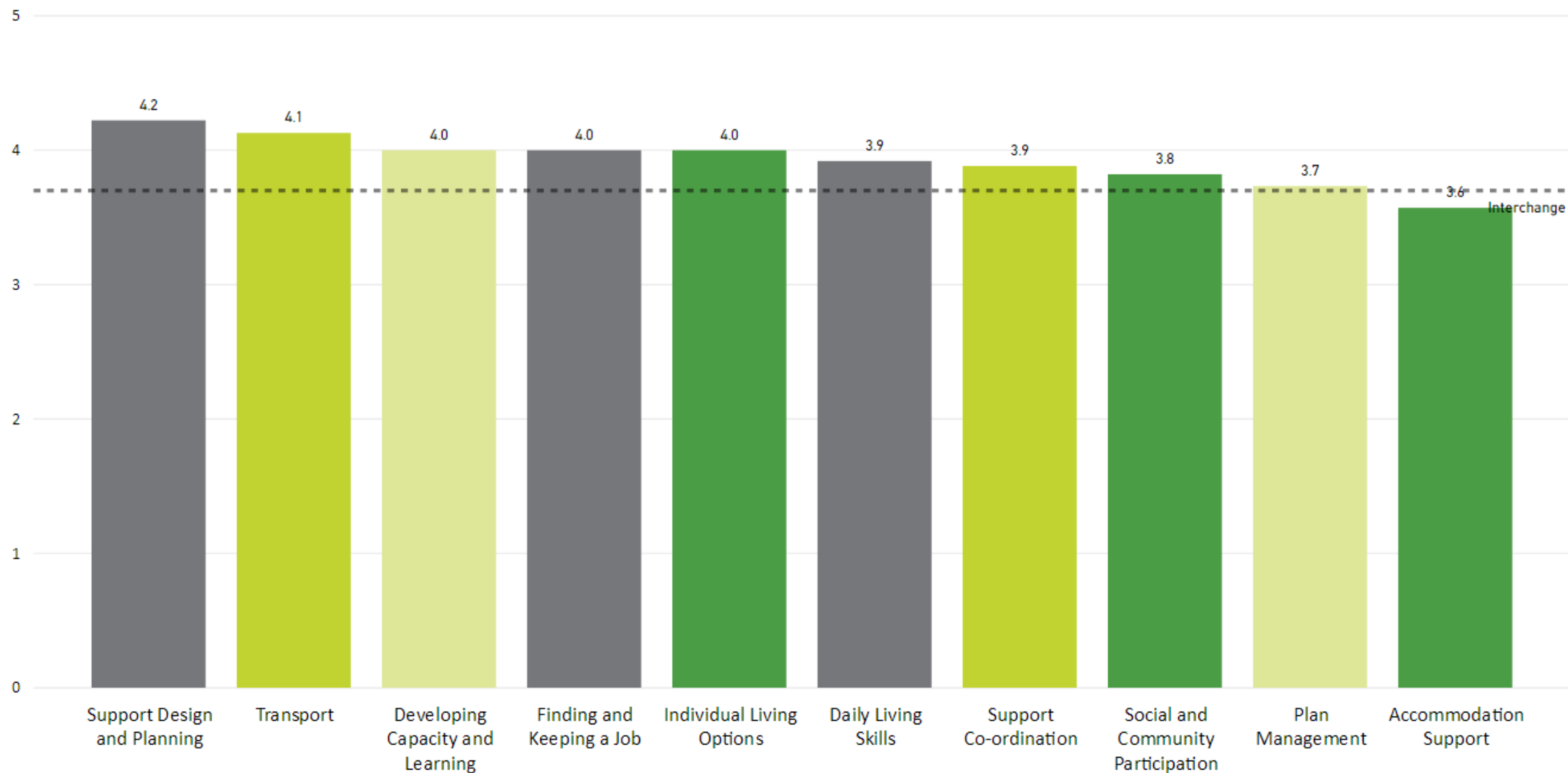
Key: 10= Extremely Happy, 1= Extremely Unhappy

I feel confident that Interchange will protect my rights and keep me safe when I use their service



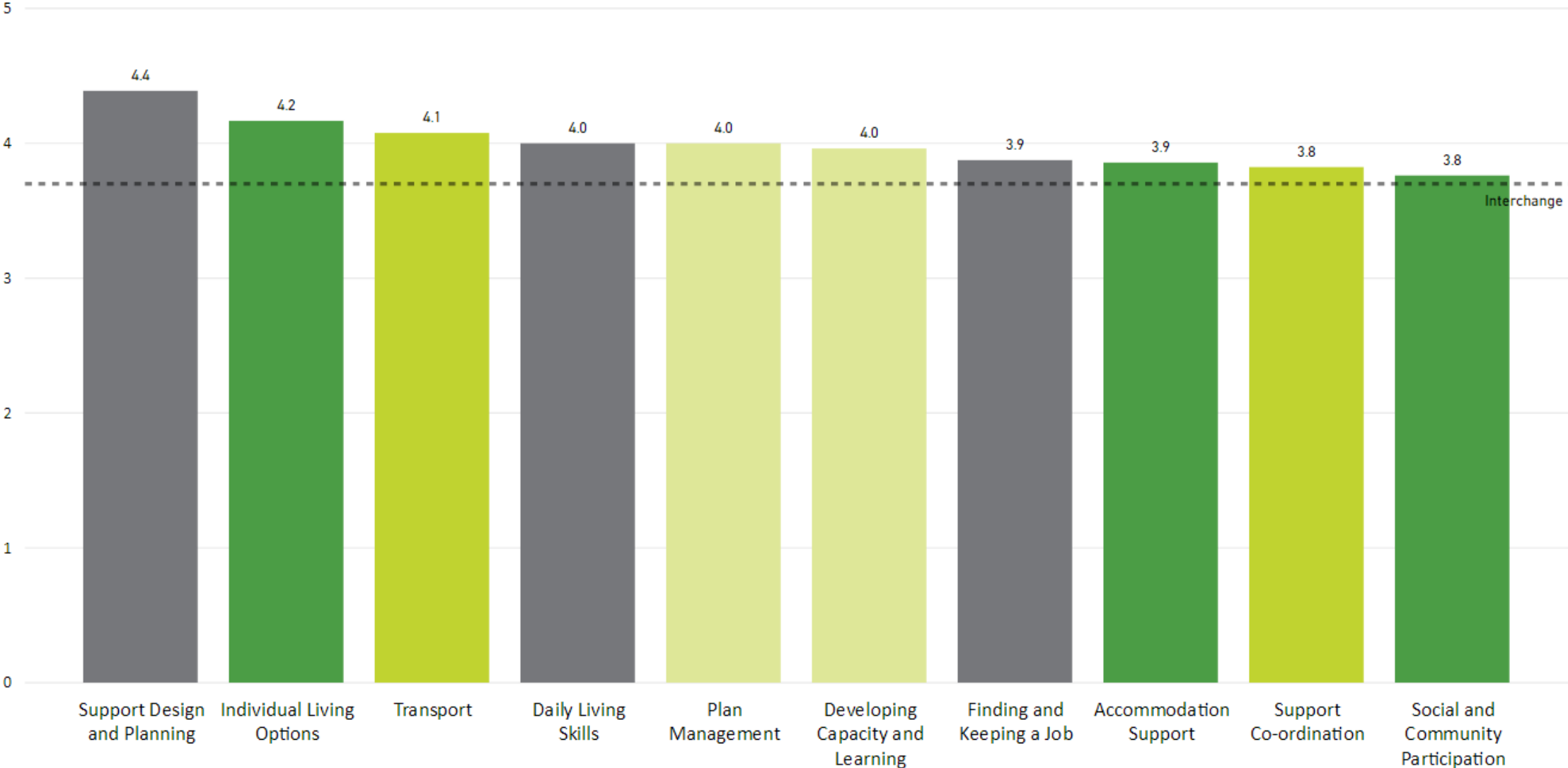
Key: 5= Strongly Agree, 1= Strongly Disagree

Interchange make sure I get value for money with my funding



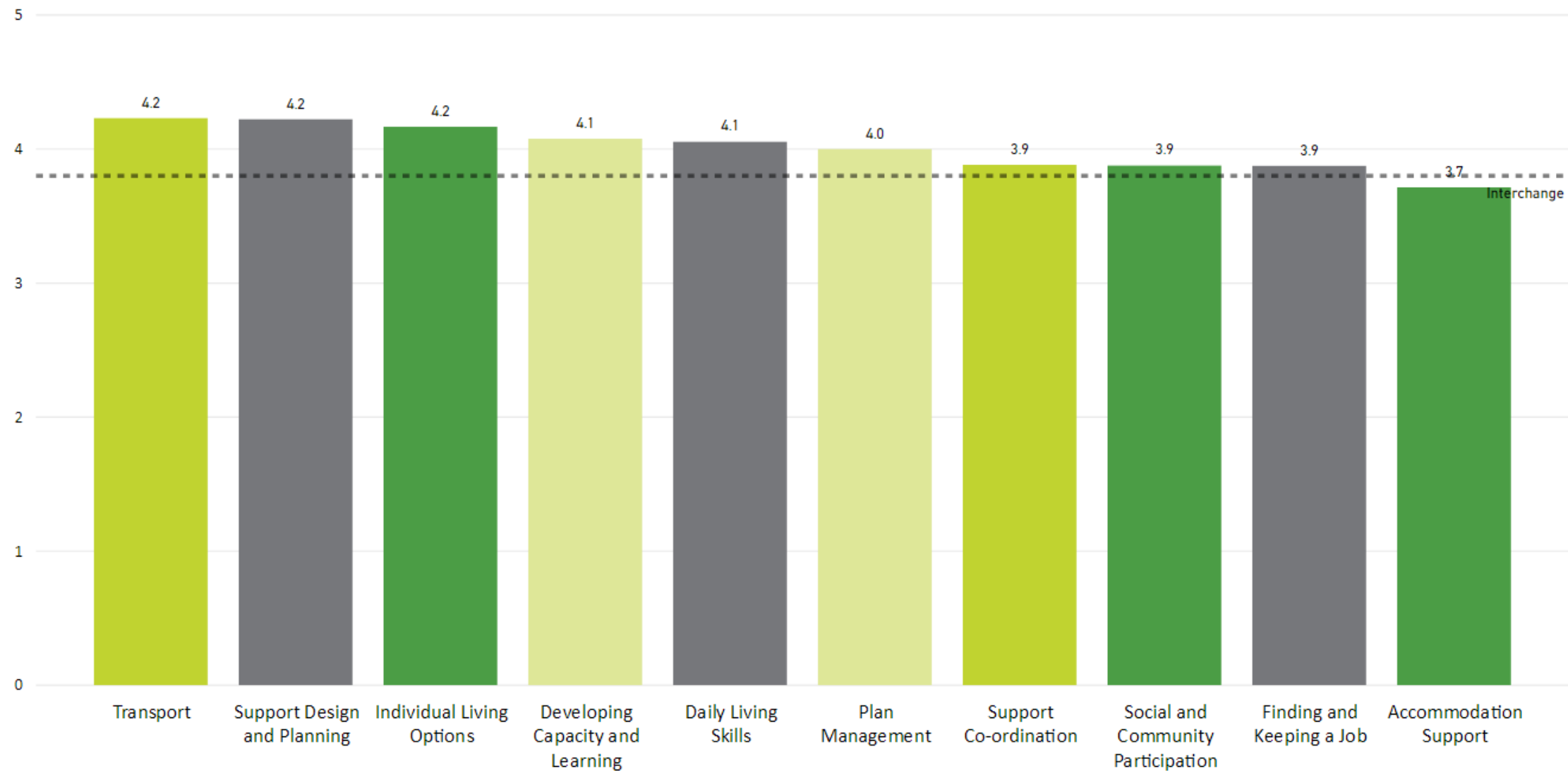
Key: 5= Strongly Agree, 1= Strongly Disagree

Interchange talk to me about what services and supports I want



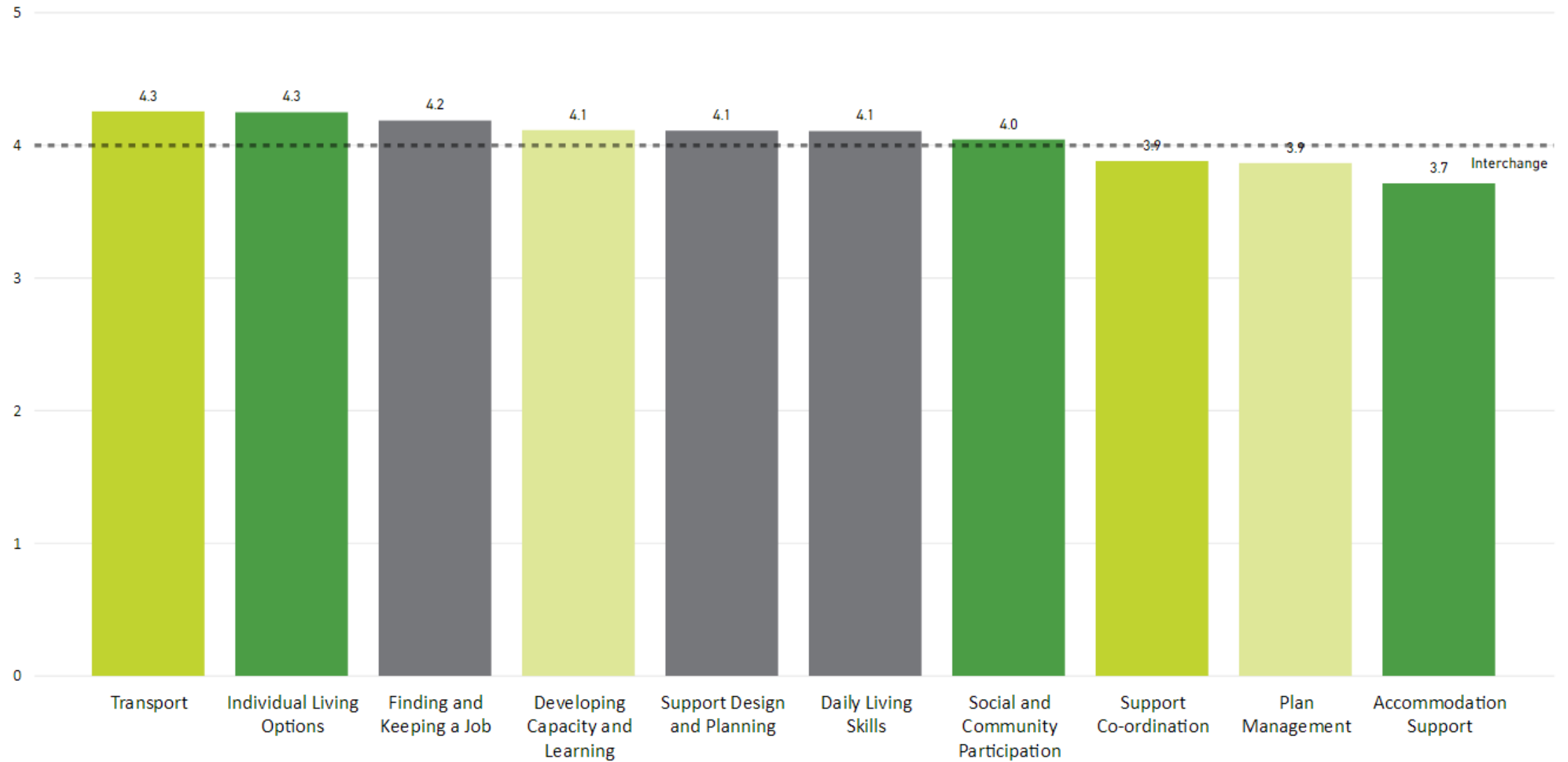
Key: 5= Strongly Agree, 1= Strongly Disagree

I get the services and supports that I want from Interchange



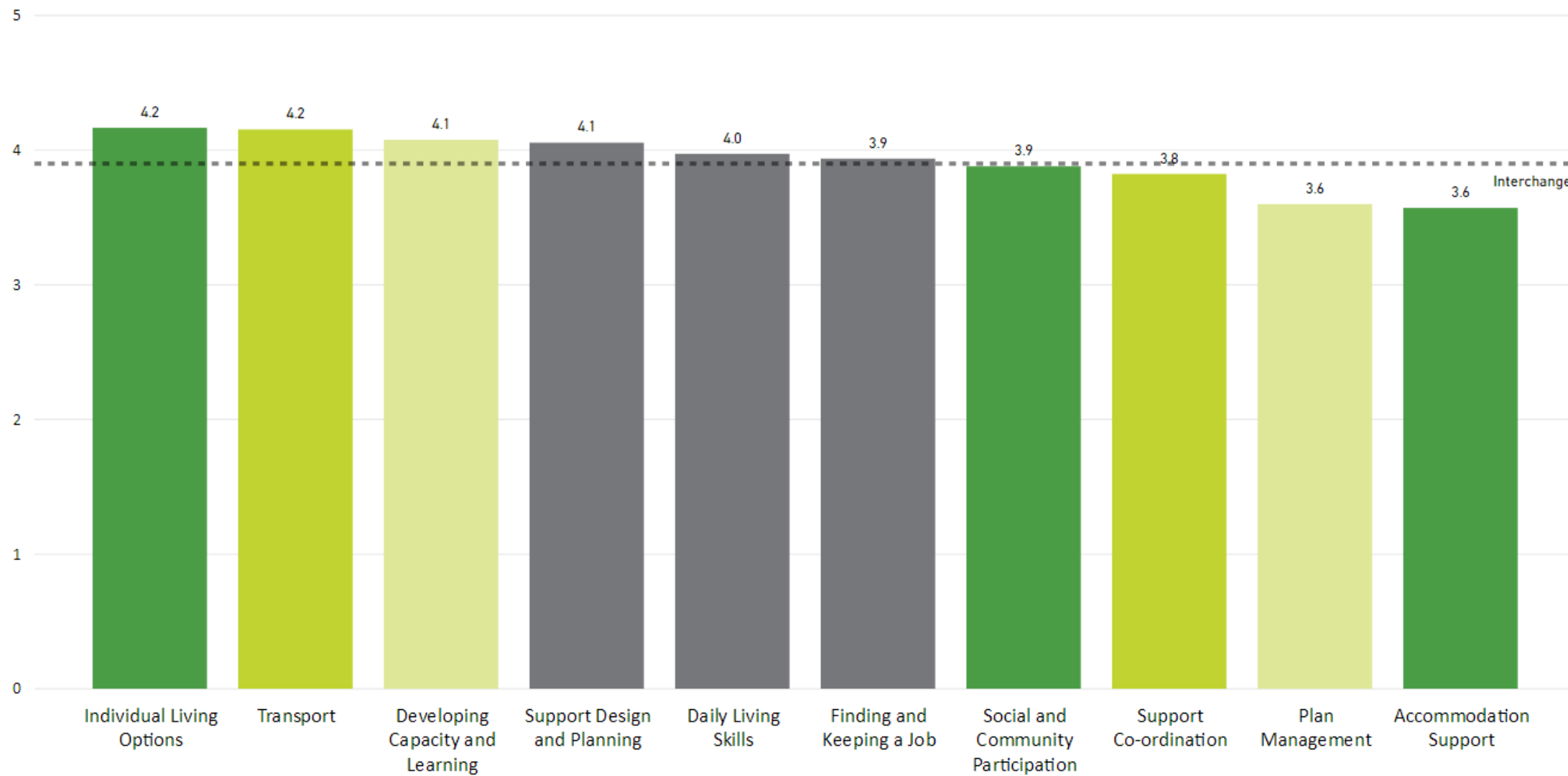
Key: 5= Strongly Agree, 1= Strongly Disagree

Interchange support staff are reliable and professional



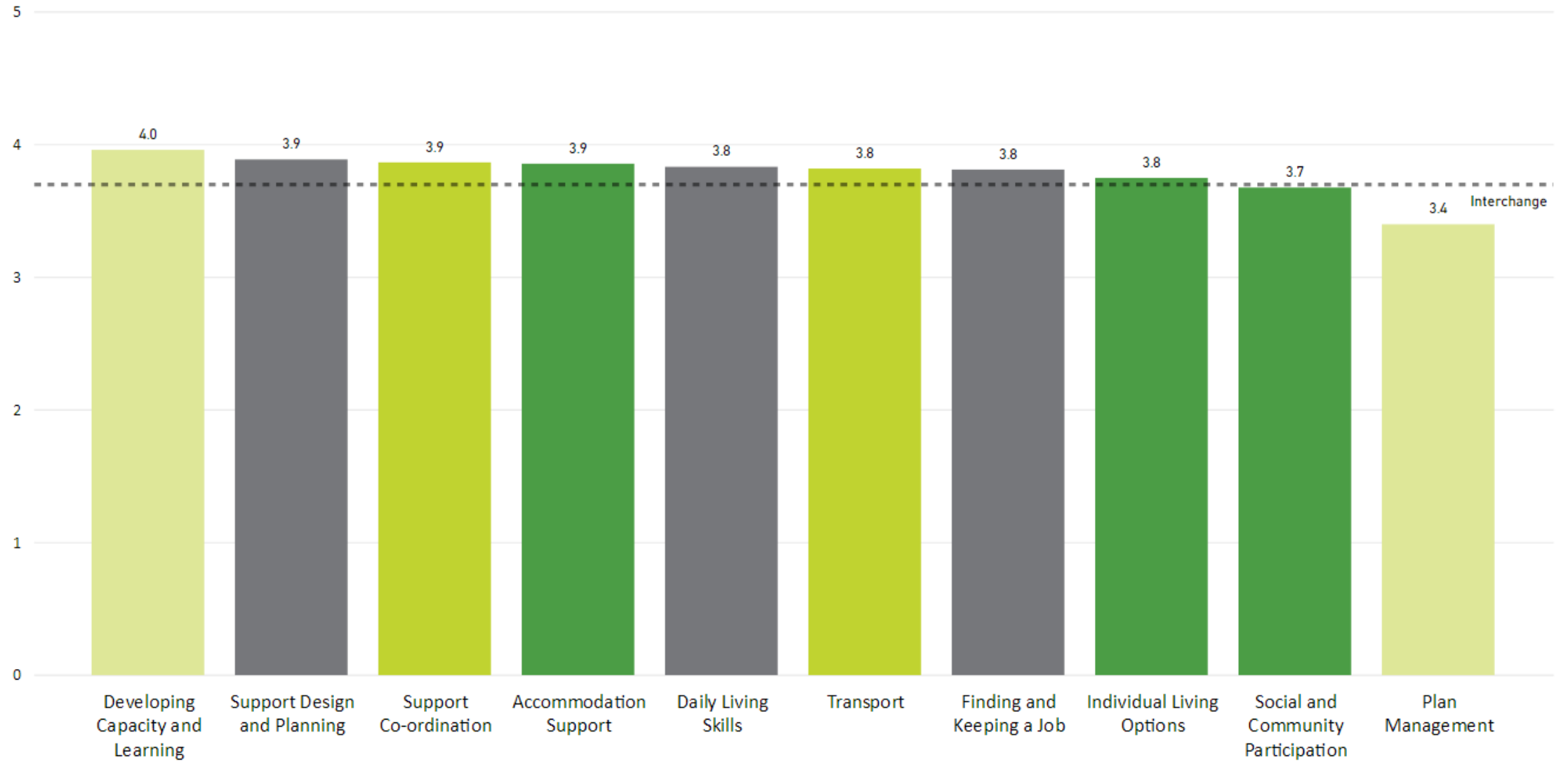
Key: 5= Strongly Agree, 1= Strongly Disagree

Interchange support staff have the skills and experiences to do their jobs



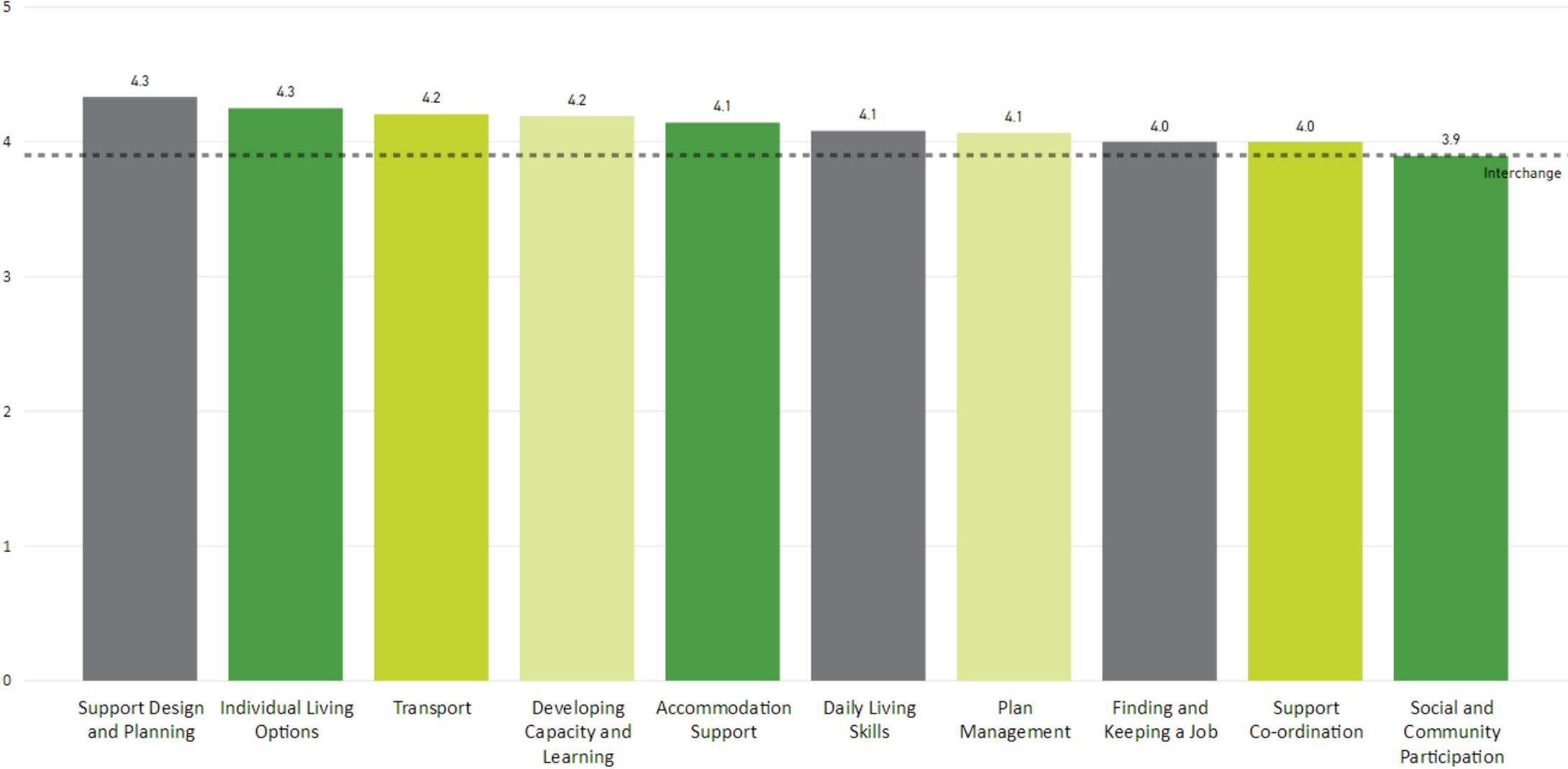
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Interchange provides appropriate training and support for their staff



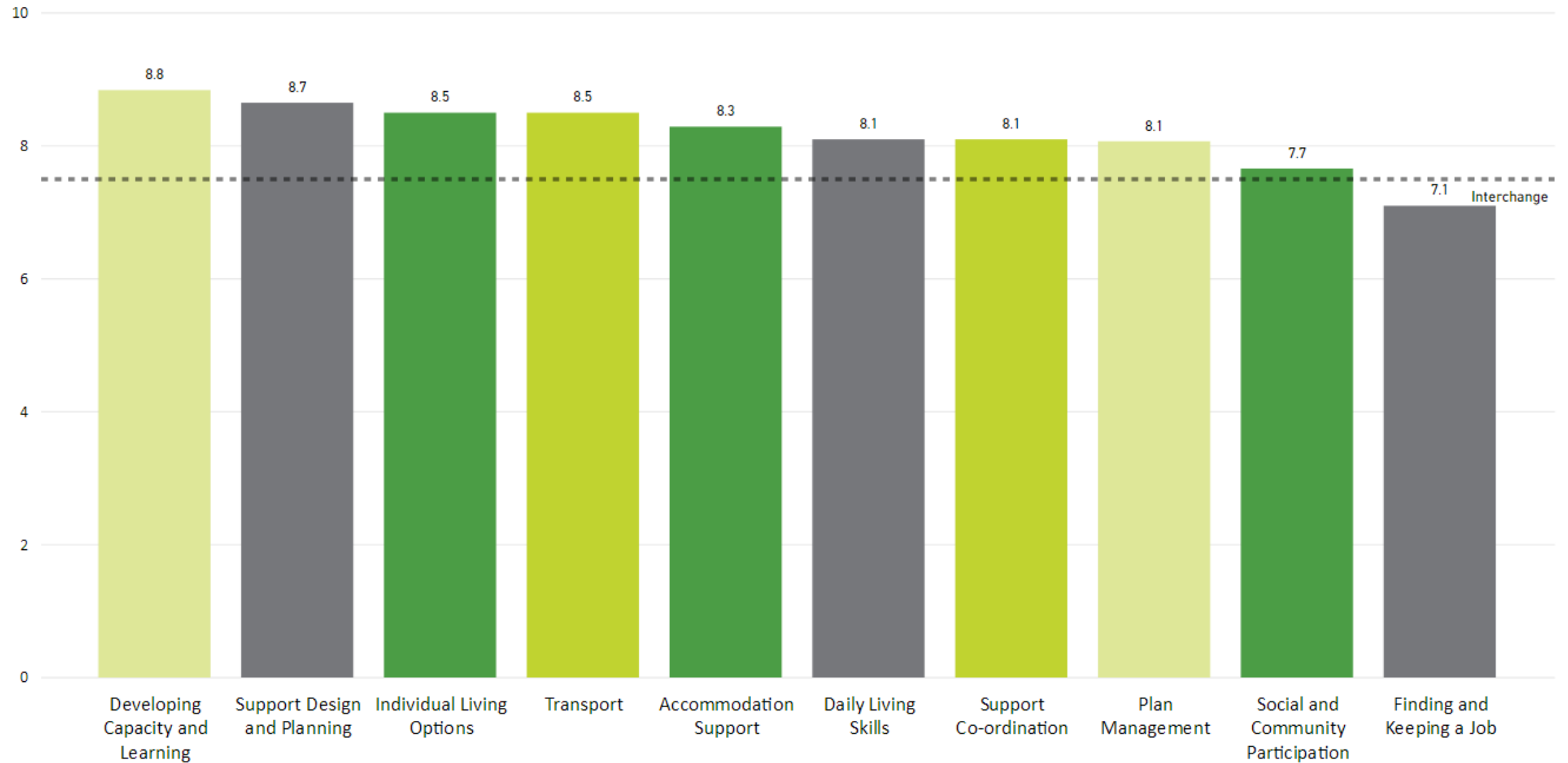
Key: 5= Strongly Agree, 1= Strongly Disagree

Interchange staff work as a team to provide good support for me



Key: 5= Strongly Agree, 1= Strongly Disagree

How likely is it that you would recommend Interchange to a friend or colleague?



Key: 10= Extremely Likely, 1= Not Likely at all

What is Interchange doing well?

help day Providing service work support staff Great
support worker professional need Interchange
staff provide good client support Everything
service communication caring hard activities really friendly

- “Caring professional staff”
- “Friendly and approachable”
- “Good planning, reliable people and responsive to changes”
- “Try their best to facilitate our needs”
- “Providing the services I want and need”

What could Interchange do to improve?

person think best training communicate training staff clients
Interchange Provide time support going
activities Find staff communication people bit need
different changes know

- Better communication – listen and communicate more regularly with clients and families
- Greater variety of activities – less repetitive, more suited to client, more variety
- More training for staff
- Reduce travel costs