

Your Comments

The '2010 Connections Project' was a consultation strategy, developed to provide opportunity for clients and other key parties to share with us their feedback and comment through face to face community consultations, a State-wide survey, a telephone survey, a teleconference consultation and a series of interviews.

The focus of all of these consultations was to hear peoples' perceptions and ideas of how the Association, currently and in the future, could improve how we consult and engage people in service development.

The responses we received covered the breadth and width of topics and satisfaction levels, and provided a wealth of information and some interesting insights.

This fact sheet series has been produced in part to provide feedback to people who participated in the 'Connections Project' or who have an interest in feedback on the findings. There are 10 fact sheets in total. In the spirit of transparency, this final fact sheet provides a summary of people's comments and sentiments.

To our delight, the majority of feedback we received was encouraging and positive, however it is critical to acknowledge that feedback also reflected some dissatisfaction, confusion and need for service improvement.

A couple of facts

- When asked for words reflecting respondents' 'Perception of the Association' in the State-wide survey, there was an overwhelmingly positive response. Approximately 92% of responses were favourable.

The most reoccurring reference throughout the survey responses were the words 'help / helpful' and was the single most repeated reference by a significant margin.

- Approximately 7% of State-wide survey responses indicated dissatisfaction or disillusionment with the Association and/or its services in response to the question asking for words reflecting their 'Perception of the Association'.

Listed below are some examples of quotes and comments recorded throughout the project.

About regional services

"Remote clients need more support and help to improve their lifestyle."

"You provide a wonderful service to the community, congratulations to you all - don't forget the folks in Regional WA."

About contact with Association staff

"Staff do a brilliant job – you just need more staff."

"My experience was that I wasn't given much information or help."

"I have been very satisfied with the vision impairment group which meets here once a month. We have had much help and encouragement from the OT of the Association."

About having a say

“Clients need to be heard by management. Project Officers and other similar consultants do appreciate the issues and are sincere, but management beyond this level – not so confident.”

“My experience is that I make a suggestion I never know it was bad, good or indifferent and what the outcome is, if any.”

“I have used the suggestion boxes but not everyone knows of them.”

“Reference and feedback groups are fine but clients will be more encouraged to attend if they have confidence that something will come out of it.”

“Clients need to know that the Association is working addressing the feedback arising from this project.”

About programs and activities

“I have seen people who have done the Confident Living Program ‘grow in stature’.”

“The computer course I took helped me to some extent to learn to cope better and the ‘travel’ learning was helpful.”

“There is a lack of services for people aged between 18-30.”

About aids and equipment

“Initial assistance of advice and installing aids to ensure independence was much appreciated.”

“I was very satisfied with the vision aids that I have received.”

About client perceptions

“The Association has been an enrichment to my life.”

“Your service is encouraging, helpful, a lifeline to the written world.”

“There is a ‘no can do’ attitude. As a client, I do not see the extending of efforts that there could be.”

“The Association has a section of the Association that is untouchable – an ivory tower.”

“Coming to the Association is like coming to my family.”

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Again, these comments reflect only a tiny proportion of the overall feedback we received. We extend our sincerest thanks for all of your comments. They have been read and have contributed to the information, findings and recommendations reflected in the ‘2010 Connections Project’ final report.

For further information regarding the ‘Connections Project’ or to read the final report, please visit our website at www.guidedogswa.com.au or contact the Association.

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