

Client Satisfaction Survey

Lae 2016-2020

Summary

- Since opening in 2014, 182 clients have been interviewed about their satisfaction with Femili PNG.
- Nearly all clients are satisfied with the services Femili PNG provides, and 9 out of 10 are satisfied with service providers.
- Clients continue to receive a range of services from Femili PNG with most clients receiving 3-4 services.
- Our most utilised services (counselling, legal services and transport) are regarded as most important by clients.
- As a percentage of clients who receive a service, relocation and safe housing are the most important services we offer.

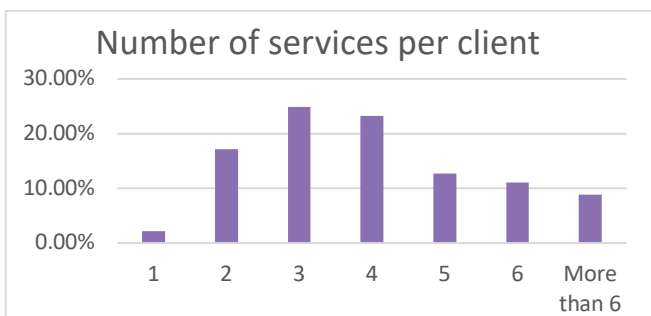
Introduction and method

Since conducting our first client satisfaction survey in 2016, Femili PNG's Lae Case Management Centre has conducted 182 interviews, representing 8% of the clients assisted during this time. All clients interviewed were randomly selected. Of the 182 clients, 95 were interviewed in person, 85 were interviewed over the phone, with the remaining two clients being interviewed in safe house locations. 166 of these clients were female and 16 were male. Some of these clients were children, with 20 girls and 6 boys interviewed. Of the female adults surveyed, 4 were clients living with a disability. These demographics are comparable to our wider client base.

	2016	2017	2018	2019	2020
Interviewed	12	75	46	14	35
Clients	462	502	571	526	286

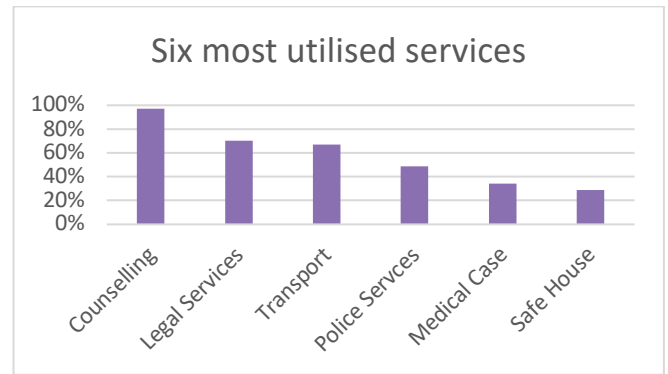
Services

Clients are asked to list the services they received. On average, clients received between 3 - 4 services from Femili PNG (mean of 3.9). The number of services provided can be seen in the graph below.

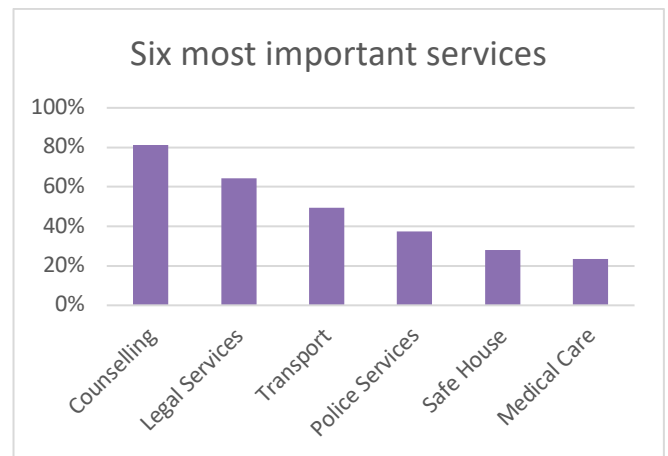


For all graphs, unless stated otherwise, the vertical axis is the percentage of clients reporting.

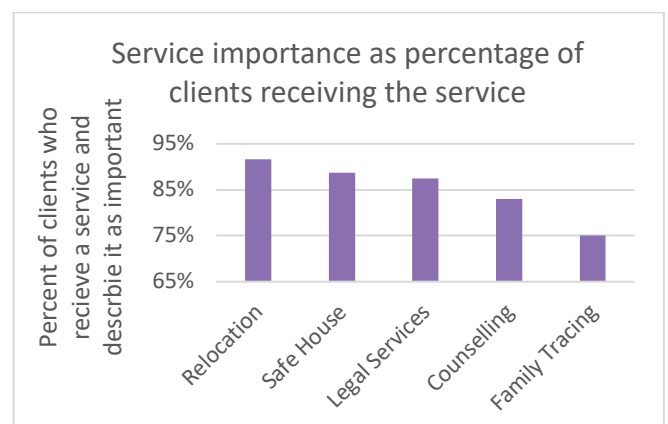
The most utilised service was counselling provided by our case workers. Nearly all clients mention it as provided (97%) and 81% regard it as important. Legal services (70%) and transport (67%) were the next most often provided, followed by police assistance (49%), medical care (34%) and safe accommodation (29%).



Clients are also asked which three services are the most important to them. Overall, the most important services are the most utilised ones.

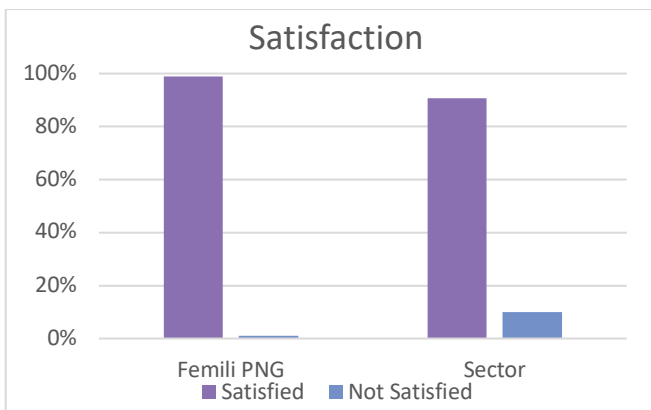


The graph below shows the percentage of clients who, after receiving a service, deem it as one of the most important. Unsurprisingly, major and often life-changing interventions, such as being given secure accommodation in a safe house or being relocated, have the highest importance rating. For example, only 6% of clients were relocated, but 91% of those who were describe it as the most important service they received.

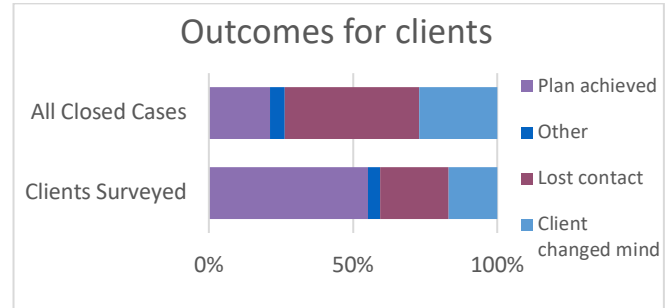


Client satisfaction

Clients were asked whether they were satisfied with the services provided by Femili PNG and whether they were satisfied with the services provided by other service providers. Nearly all clients (99%) reported that they were satisfied with the services provided by Femili PNG. A majority of clients (90%) are also satisfied with the services provided by other services providers. Clients explained their responses, with examples shown in the box 'Satisfaction comments' on the right.



On average, clients are interviewed 9 months after they first approach Femili PNG. 143 of those interviewed had had their cases closed; the other 39 were still current clients. This is representative of our client base as a whole. Of those closed cases, 55% were closed because the client's plan was achieved. 24% were closed because contact had been lost with the client, 17% of clients had changed their mind and 4% were closed for other reasons. Clients who have had their plan achieved are over-represented in this sample. This is likely because clients whose cases were closed due to a loss of contact were not able to be reached. Interestingly, even those whose plan hadn't been achieved were still positive about the services provided by Femili PNG. This shows that we make an important difference for clients even if their original plans can't be achieved.



Satisfaction comments

About Femili PNG

I felt I was helpless in that violence for the last 11 years. With the referral note from Femili PNG I was heard and able to voice my views.

I felt safe and comfortable and got help when needed.

Femili PNG has minimised my burden. I am very thankful for the start-up business kit. I have 3 children and I will use this to support us.

My life was destroyed but FPNG helped bring hope to me.

About the sector:

Here at the safe house I am safe, I eat well, clothed and we live as a family.

I am satisfied because the process went smoothly.

It's a struggle and the wait is long. Got many excuses from service providers.

I've been given many excuses by other service providers when I went directly before Femili PNG's assistance.

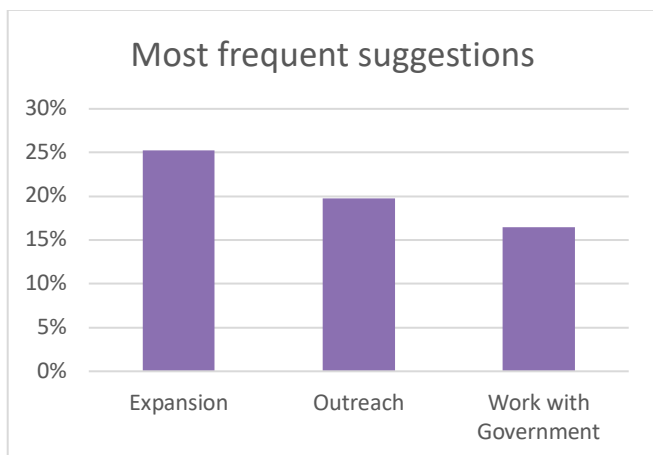
I am not happy because they are not able to provide service at the time I need.

The waiting time for the IPO is just too long.

The most common complaint raised by clients who are dissatisfied with the sector is regarding delays. Nearly half of those dissatisfied (47%) describing a lack of progress with service providers as a reason for their dissatisfaction. Other clients commented on the under-resourcing of service providers. Many (37%) said that they didn't receive the response or support that they hoped for. The remaining 15% held various other reasons for their views.

Suggestions

Clients were also invited to suggest ways Femili PNG can improve. The most common suggestion was to expand the Lae Case Management Centre and to work in other locations in PNG (25%). Other popular suggestions were to do more outreach (20%) and to work more closely with the government (16%). Examples of suggestions from clients can be seen below.



Client suggestions

CMC is doing great work if only the services can be extended to other places.

There is need for more space in clients waiting areas and a safe house to be owned by Femili PNG.

More of these services of Femili PNG case management to be extended to Districts like Wau. There are more children like me are out there.

Provide long-term support for women and children under-going violence.

Awareness and expand to rural areas.

Get the cases to be processed faster. The waiting time is just too long.

Police and the courts to provide support without delay. The delay is just not acceptable.

Treated well by staff, but would be good if caseworkers provide us with updates so we know what's going on with our cases.

Femili PNG to be supported by Government of PNG with funding so its services can be reached in other parts of PNG.

Summary

Nearly all clients interviewed were satisfied with the service Femili PNG provides (99%). One in ten clients reported that they were dissatisfied with the services of other service providers. In line with the results of the 2016-17 Client Satisfaction Survey, counselling was regarded as the most important service, followed by legal services and transport. These three services also represented the most utilised services, with counselling provided to 98% of clients. 70% and 67% of clients were provided legal services and transport respectively. When considering the number of people who have received services, repatriation, safe accommodation and legal assistance were regarded as most important. Most clients received between 3-4 services.

Clients provided a range of suggestions on how to improve our services. The most frequent suggestions were expansions to other districts, more outreach programs and government integration.

About Femili PNG

Femili PNG is a local NGO based in Lae and POM that runs a Case Management Centre to assist survivors of family and sexual violence to access the services they need. Our target population is women, men or children who are survivors of intimate partner violence, sexual violence and/or child abuse. To contact Femili PNG write to info@femilipng.org. To support Femili PNG go to www.femilipng.org.

Need help?

You can reach us using the contacts below:

Femili PNG Lae Case Management Centre
Phone: 472 8904 | Mobile: 7080 5378

Bel isi PNG POM Case Management Centre (operated by Femili PNG):
Phone: 7916 9063 | 7091 7031