



# FemiliPNG

care. support. change.

The Lae Case Management Centre

## CLIENT SATISFACTION SURVEY 2016-17

### Summary

- In 2016-17, Femili PNG undertook its first client satisfaction survey. 39 clients were contacted.
- The results confirm that Femili PNG takes a holistic approach, with most clients receiving 3-4 services.
- Although Femili PNG is not a formal counselling service, the informal counselling provided is the most popular service among clients, and regarded as the most important.
- Help to access legal services and the police is also regarded as extremely important. 79% of clients receive help from Femili PNG to access either police or legal services.
- Nearly all clients are satisfied with the service Femili PNG provides, but they want fewer delays.

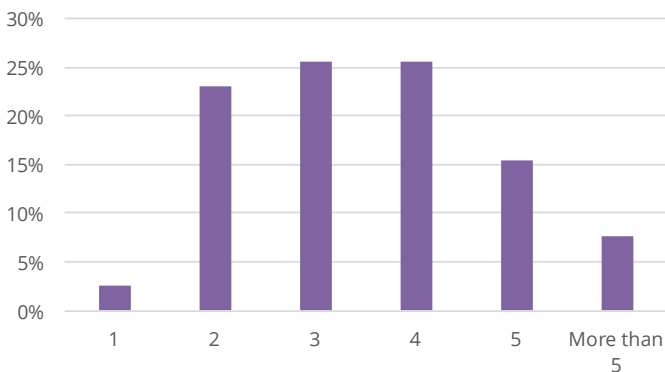
## Introduction and method

In 2016-17, Femili PNG undertook its first client satisfaction survey. Over the course of the year, 39 clients were contacted. (Note: 8 clients were surveyed in May 2016.) The results are summarized below. 150 client files were randomly sampled. Those without phone numbers were discarded. That left 89. PNG has a high turnover of mobile numbers, and 50 could not be contacted (41 phones were off, 7 phones rang out, 1 perpetrator answered and 1 line wasn't clear). 39 were contacted. Of these 8 were children (4 male, 4 females). The other 31 were adult females. In the cases of 2 children, the guardian was interviewed. All but two of the interviews were by phone.

## Number of services provided

Most clients (just over half) receive 3 or 4 services. (For this and subsequent graphs, the vertical axis is the percentage of clients reporting.)

Number of services provided to clients



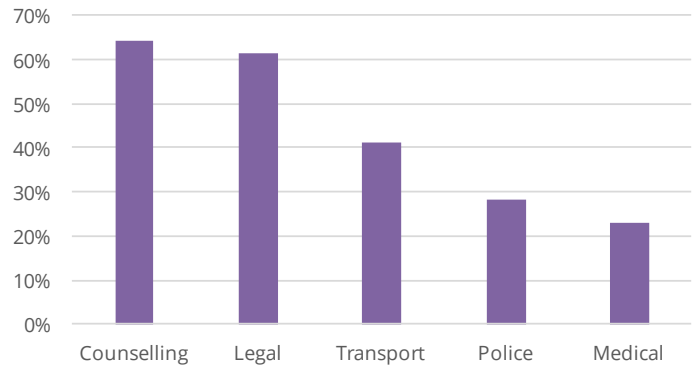
## The most utilized service

The service most utilized by clients is counselling. Femili PNG does not provide formal counselling, and this service is referred to in the survey as "counselling (listening/talking)". 85% of clients mention it. The second most utilized is transport, which is provided by Femili PNG to take clients to appointments and to receive services. Two-thirds mention this. Just under 60% mention Femili PNG support in the receipt of court and legal services, and about 40% support in the receipt of medical and police services. As shown in the second graph on the right, about 15% of our clients utilize emergency shelter, and 12% welfare (mainly the children). About 8-10% of our clients utilize services in support of relocation, including family tracing and business kits. 79% of clients receive help in accessing either police or court services from Femili PNG.

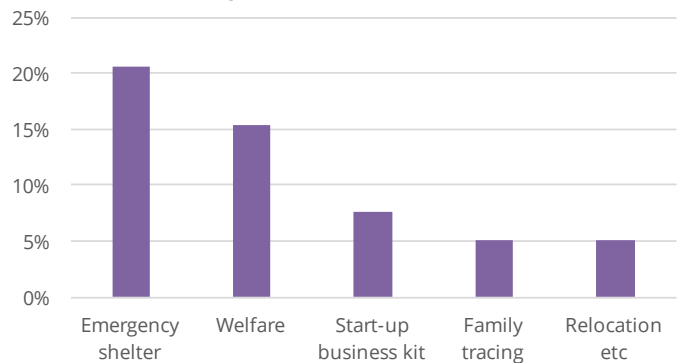
## The most important services

We also ask clients about which services are the most important. In general, it is the most utilized services, although legal services moves up above transport. (Note that the percentages are lower because clients were only meant to list the two most important services, though some listed more.) 15-20% of clients also listed shelter and welfare as important services, and 5-8% services associated with relocation.

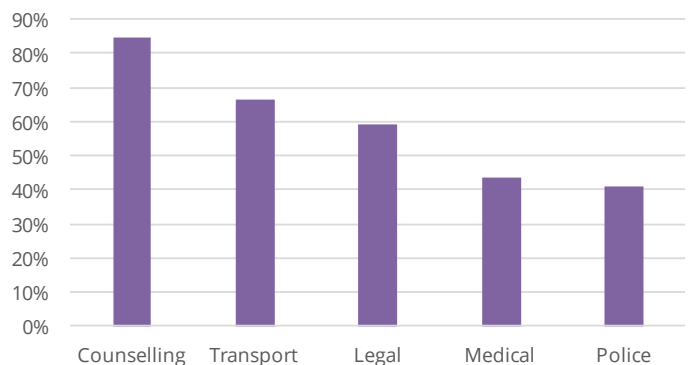
Five most important services



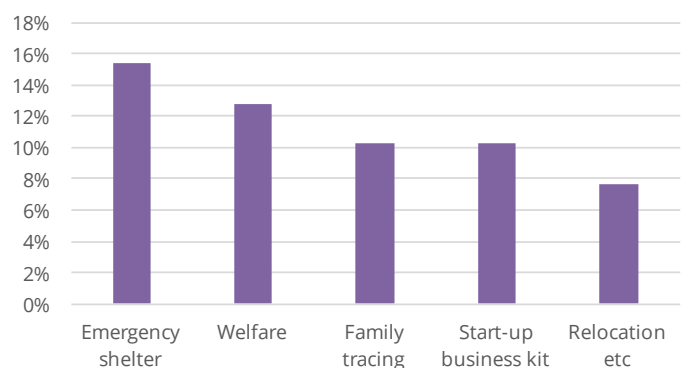
Other important services for clients



Five most utilized services



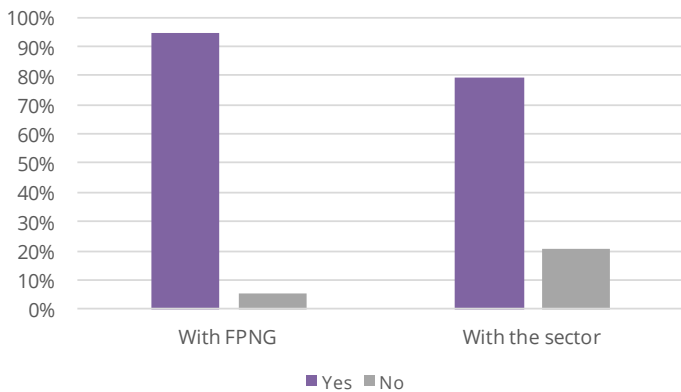
Other services utilized by clients



## Client satisfaction

We ask clients if they are satisfied with Femili PNG services and with the services received by service partners more generally. 95% of clients are satisfied with Femili PNG, and 79% with service partners generally. Clients were also invited to explain their satisfaction rating. Some of the responses are presented on the right.

Satisfied clients



### Suggestions from clients:

*Allow the cases to progress through faster as the waiting time is too long.*

*It is a big demand and we need to go out and do outreach and awareness.*

*I wish to recommend that when women come, they should receive the services they need without delay. Delaying means they are perpetrated again and again.*

*Please whatever it is, if Femili PNG can stay on and Government to support Femili PNG.*

*Make more awareness to the media about services. More women and children are suffering silently.*

*Femili PNG to stay and expand throughout PNG.*

## Clients on why they are satisfied or not:

*I feel as if I am with my family because all my basic needs are provided.*

*Yes, I was well introduced to the partners and supported through and got my plans achieved. Husband has changed.*

*Femili PNG has empowered me and to-date, I am a business woman.*

*Assisted me well with my statements and brought it before the courts.*

*Helped me to go and see the welfare and help me with counselling which helps me at home when my husband abuses me.*

*No, I am not happy because they are not able to provide service at the time I need.*

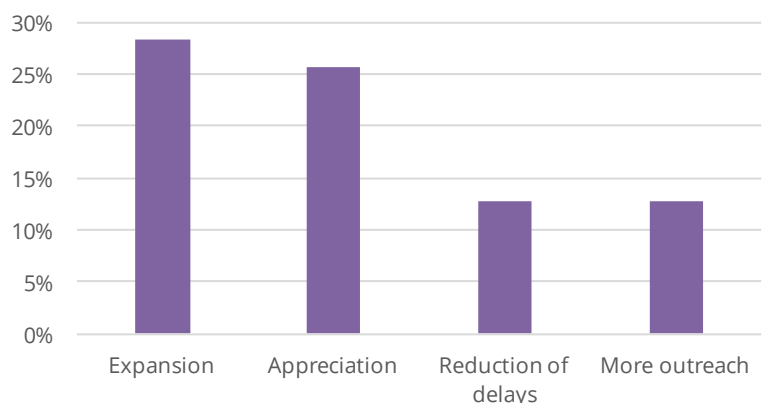
*No, the waiting time for the IPO is just too long.*

*No, initially when we reported the case, it was good with everyone supported but then the case is not progressing. It is stuck with the police.*

## Suggestions

Clients were asked for suggestions for improvement. The responses were not limited to pre-defined options. Four types of responses were heard from more than 10% of clients. More than a quarter of clients wanted Femili PNG to expand, or simply expressed their appreciation. More than 10% called for fewer delays or more outreach. Some examples of the suggestions provided are given on the left.

Top four suggestions





## About Femili PNG

Femili PNG is a local NGO based in Lae 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](mailto:info@femilipng.org). To support Femili PNG go to [www.femilipng.org](http://www.femilipng.org).

## Need help?

If you or someone you know in PNG is affected by family and sexual violence and would like to speak with a counsellor, call the toll-free 1-Tok Kaunselin Helpim Lain on 715-08000 from anywhere in PNG. This service is operated by ChildFund and is open from 7am to 7pm, seven days a week.

Femili PNG is supported by many Australian and PNG organisations and businesses, including:



.....  
[www.femilipng.org](http://www.femilipng.org)

Donations to Femili PNG are tax-deductible in PNG and Australia. To donate, visit our website.