



Kevin Heinze Grow 2022 Parent / Carer Survey

Highlights:

- Our pandemic response rated very highly, with 75% stating they were 'very satisfied'
- 95% of respondents were either 'very satisfied' or 'satisfied' with the accessibility of the physical environment, and no one reported dissatisfaction;
- 95% of respondents were either 'very satisfied' or 'satisfied' overall with the services/ supports we provided, and no one reported dissatisfaction;
- 95% of respondents reported that their family member's outlook on life is becoming more positive;
- 75% of respondents report that their family member is improving in their ability to develop and use effective self-soothing strategies;
- 70% of respondents report that their family member is improving at initiating conversation and interactions with other people;
- 80% of respondents report that their family member is improving their independent living skills;
- 100% of respondents agree that KHG values and respects their family member, including 70% that 'strongly agree';
- 100% of respondents agree that KHG wants their family member to achieve their full potential, including 60% that 'strongly agree'.

Some areas for improvement:

1. While no one recorded being dissatisfied with the information we provide them about their family member's time at KHG, we had 35% who were 'neither satisfied or dissatisfied'. We believe we can improve on this and are currently working on ways to share information with families.

2. Only 55% of respondents agree that their family member is becoming more confident in their abilities and that their family member is improving their understanding of social cues in different situations. We have identified that there is some room for improvement here and are exploring opportunities for additional social skills training in our core program activities.

Some key comments:

"Programs are fantastic keep it up"

"KHG has made an enormous, positive difference to our son's life"

"The friendships and connections that he has made with other participants and staff has helped fill a major void in his life"

"Counselling and Relationships courses offered by KHG are excellent services run by caring professionals"

"Staff are always caring, helpful, responsive and respectful"

"We are very grateful for the services KHG offers to our family member"

"You are doing a great job to members and the community"

"The staff are wonderfully supportive and treat the clients with dignity"

"Our son is treated as an adult first and foremost, and his disability is only one part of him, not the sum of him"