

# Summary of Feedback Questionnaires as at 9<sup>th</sup> May 2016

Feedback forms are given or sent to clients for programs run by Camcare. The last detailed summary of feedback was in April 2015. This report covers any feedback received from 23<sup>rd</sup> April 2015 to 9<sup>th</sup> May 2016, since the last report, with the exception of the ER Case Work which covers responses since 2014.

## 1. Summary of Emergency Relief Questionnaires

### 1. Did we acknowledge you promptly upon your arrival?

	Ashburton	Camberwell	Camcare Total	% of Total
Yes	0	11	11	73%
No	0	1	1	7%
Blank	0	3	3	20%
<b>Total</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>100%</b>

### 2. Have you received a Welcome to Camcare brochure?

	Ashburton	Camberwell	Camcare Total	% of Total
Yes	0	8	8	53%
No	0	3	3	20%
Blank	0	4	4	27%
<b>Total</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>100%</b>

### 3. Was the Community Support Worker polite?

	Ashburton	Camberwell	Camcare Total	% of Total
Yes	0	10	10	67%
No	0	0	0	0%
Blank	0	5	5	33%
<b>Total</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>100%</b>

### 4. Was the Community Support Worker helpful?

	Ashburton	Camberwell	Camcare Total	% of Total
Yes	0	10	10	67%
No	0	1	1	7%
Blank	0	4	4	27%
<b>Total</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>100%</b>

### 5. If the need arose, would you recommend Camcare's services to family and friends?

	Ashburton	Camberwell	Camcare Total	% of Total
Yes	0	11	11	73%
No	0	0	0	0%
Blank	0	4	4	27%
<b>Total</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>100%</b>

## 6. What could we have done better?

- All good. Got help from Terry for tax return, she was very kind, positive, and confident; felt that I was in safe hands. Thank you for kind help. God bless.
- I got a number for fruit and veg - 30. When it was my turn I was not allowed to take eggs. November 29 + 31 +32 got eggs - this is not fair
- Very helpful
- N/A - A++
- More funding needed for supermarket vouchers!!!
- Eye contact with a smile when saying "hello" at desk
- Nothing. Everything is done perfectly
- Not too much to complain about the people are terrific and understanding. It's a shame funding has been cut.
- I am putting in a budget every week to spend my money wisely
- Nothing. Very helpful indeed.
- More food emergency
- Suspended coffee program went to 'Coffee Head' about 1mth ago and asked for a 'Suspended Coffee', they were refused even when they mentioned. Client felt uncomfortable & judged
- Lobby Noddy & Bigears for 70% fund increase

## 7. Would you like us to respond to your feedback?

	Ashburton	Camberwell	Camcare Total	% of Total
Yes	0	9	9	60%
No	0	3	3	20%
Blank	0	3	3	20%
<b>Total</b>	<b>0</b>	<b>15</b>	<b>15</b>	<b>100%</b>

## 2. Summary of Reception Questionnaires

### 1. Did we acknowledge you promptly upon your arrival?

	Camcare Total	% of Total
Yes	2	50%
No	1	25%
Blank	1	25%
<b>Total</b>	<b>4</b>	<b>100%</b>

### 2. Was the receptionist polite?

	Camcare Total	% of Total
Yes	2	50%
No	2	50%
Blank	0	0%
<b>Total</b>	<b>4</b>	<b>100%</b>

### 3. Was the receptionist helpful?

Camcare Total	% of Total
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Yes	2	50%
No	0	0%
Blank	2	50%
<b>Total</b>	<b>4</b>	<b>100%</b>

#### 4. If you were kept waiting, was the delay explained to you?

	Camcare Total	% of Total
Yes	2	50%
No	1	25%
N/A	1	25%
<b>Total</b>	<b>4</b>	<b>100%</b>

#### 5. Have you received a Welcome to Camcare brochure?

	Camcare Total	% of Total
Yes	0	0%
No	1	25%
Blank	3	75%
<b>Total</b>	<b>4</b>	<b>100%</b>

#### 6. What could we have done better?

- Someone should take some time and teach this staff some Courtesy and some manners
- I wish you all to know I am 49 and female, have alone raised my 19 yo son, have attempted suicide, earnestly several times, have a mentally ill father, schizophrenic sisters, my mother suicided and I never sought help, never. When finally I did seek help, brought to my knees, age 49. YOU HELPED ME! I was overwhelmed deeply grateful and I thank you your open manners and genuine care. Thank you,

#### 6. What could we have done better? (Continued)

- I enclose the final receipt for the final payment to Le Pine. I sincerely thank you & Camcare for the care and love you gave me during my sad time. I felt supported and loved. May blessing be on you and Camcare in your caring work. With Love,

### **3. Summary of Counselling Review Questionnaires**

#### 1. How satisfied are you that you are listened to and your issues are understood?

	Camcare Total	% of Total
Very dissatisfied	0	0%
Dissatisfied	1	6%
Neutral	1	6%
Satisfied	4	23%
Very satisfied	11	65%
Blank	0	0%
<b>Total</b>	<b>17</b>	<b>100%</b>

## Comments:

- Judy is amazing at understanding not only what is said but perceiving what underpins issues. Extraordinarily helpful & gifted
- Unfinished
- Majority of the issues that I have are known by others
- Understanding my behaviour relative to the pressure of a difficult separation
- Complexity of issues and their diversity have been well supported and examined - allowing me to cope better with my family and life in general
- I have been listened and understood. Working on my loneliness and down moments
- The main issues that surrounded me was the ongoing difficult relationship with my daughter

## 2. Have clear goals for counselling been established?

	Camcare Total	% of Total
Yes	14	82%
Somewhat	2	12%
No	1	2%
<b>Total</b>	<b>17</b>	<b>100%</b>

## Comments:

- We have a road map & time & also given for the issues that arise Dynamically along the way
- In addition to this, we have noticed I need to work on my assertive skills
- Great self awareness
- I try to avoid goals so I don't miss out on not achieving it, it also means that I don't get out of my comfort zone, which I find uncomfortable.
- The goals have changed as the counselling has evolved due to situational and causal stresses. Invaluable
- More confidence in myself that I can stand up for myself and support outside Camcare
- I now have goals as being a mother and expressing my emotions and thoughts to my daughter

## 3. Do you feel progress has been made towards achieving these goals?

	Camcare Total	% of Total
Yes	13	76%
Somewhat	3	18%
No	1	6%
<b>Total</b>	<b>17</b>	<b>100%</b>

## Comments:

- Yes, it's a long & difficult path but Judy works with & supports we every step of the way
- Expression of emotional stresses and a space to be supported and introspective.
- Working on myself in getting support, being more confident
- I found the counselling sessions helped me to gain confidence to phone my daughter and express my feelings and concerns with her.

#### 4. Has anything been particularly helpful?

- Yes, Judy's skills & techniques are powerful. They are unique, get right to the heart of an issue, are empowering & insightful. The way Judy works is unlike any other form of counselling I have experienced & is the most effective. I wish everyone could have sessions with Judy
- Understanding myself, the way I feel in certain situations, which had a lot to do with my childhood and my relationship with my mother. Fiona has helped me think more about things and also to handle situations differently. Fiona has a wonderful way handling situations and comes across as a very caring person. She is an excellent counsellor and she really helps us a lot. Thankyou.
- Yes, having Fiona's help we have both been able to move forward. Our relationship had become a disaster before coming to see Fiona. It's still a long way from perfect. Fiona has shown up ourselves warts and all. She is a great listener and has genuine warmth. I wish to thank Fiona on behalf of myself and my family.
- No
- Sessions(times) to go through basic/current situation, 2) Ideas/methods to change patterns, 3) Understanding what happened/how happened/why happened. Thank you for seeing all who are important in my life.
- Everything have been helpful
- Having someone listen to you and be a mediator, 2) To help understand how certain feelings occur and where they come from, 3) To help in our relationship, 4) Good to be able to have someone to listen to us & give us techniques to help in our relationship
- Learning how to focus on my breathing when there is an uncomfortable feeling in my chest or novel region has been very helpful. \* Being able to come here and talk about my life and begin to process it for the first time is important to me and also enables me to understand more deeply why I behave a certain way to a situation. \* If feels good that I have someone to talk to without judgement being passed.
- Key point notes from each session. \* Keep them as a 'card' as reminder for future as issues discussed are tools to be used in life. So counselling just exposed to tools but need to apply and use tools. It is difficult if it is new and left to use alone, therefore it is important to have 'summary card' as a reminder.
- "Perspective from Joanie in addition to coping with sick children and financial pressures as well as the stalking and family violence
- Had I not have had access to such empathic, cha;
- Had I have had access to such empathic, caring and skilful counselling, I truly feel I may not have been able to function in such abject emotional isolation."
- Being able to articulate my concerns to a professional who is at a distance from my emotional problems. Janet has listened and offered very insightful suggestions as to my way forward.
- "I think the experience of looking at situations in retrospect and analysing them with the help of the counsellor has been helpful, as we were able to identify how better to deal with them.
- We have become more aware of our behaviour and its impact on each other. We have not had any major issues since completing counselling but will see if Ali needs help adjusting with studies/school in 2016."
- "Saying 'No' on a cycle.
- Just having Kita listen to what I have to say. I feel like no ne else listens to me when I speak. Helping a lot with saying no to people. Finding out and understanding myself a lot better"
- Being able to successfully communicate previously unheard critical issues - these have been breakthroughs that have really made a difference
- Joanie's positive nature and her acceptance of me were helpful and gave me the confidence to consider differences in my attitudes relating to others.
-

## 5. Has anything been unhelpful?

- Not at all. I only wish the sessions were 90 minutes as the real heart of the issues tends to emerge at around 45 minutes. But I am very grateful for the time we have as it is
- No.
- No
- No
- need to stress and teach how to change, 2) leaflets on key points would be good especially for others who come once or twice then don't want to come because they think they are not the problem, just the other party, 3) Emphasise it is co-created and have key points in paper so all parties can read and rethink of situation, (like pharmacy self care cards), Summary of 'attachment' etc...
- No
- Just always talking is important but somethings forget techniques or new ways/concepts. Therefore important to keep written notes or fact cards to refresh what was discussed during sessions until becomes 'part of myself'.
- Sometimes, looking back to my childhood abuse has been over challenging when juxtaposed against contemporary pressures - but not unmanaged so.
- No
- No, it has all been a helpful experience.
- Not having more sessions
- "Slow Progress
- Unwillingness to hear context of other influences or evidence supporting an opinion
- Unwillingness to appreciate core psychologic issues very likely to be affecting the marriage and failure to explore or take action in this regard
- Joanie has always managed to be considerate and thoughtful in all counselling sessions

## 4. Summary of Counselling Service Questionnaires

### 1. Please rate your level of satisfaction with our reception service

	Camcare Total	% of Total
Very dissatisfied	0	0%
Dissatisfied	0	0%
Neutral	1	4.3%
Satisfied	4	17.4%
Very satisfied	18	78.3%
Blank	0	0%
<b>Total</b>	<b>23</b>	<b>100%</b>

### Comments:

- Very happy - Linda is a terrific receptionist and very efficient
- Very warm and friendly
- Always kind, calm and welcoming
- Always friendly on arrival/departure
- Friendly welcoming staff

### 2. Accessing the service was easy

	Camcare Total	% of Total
Strongly disagree	0	0%
Disagree	2	8.7%

Neutral	2	8.7%
Agree	6	26.1%
Strongly agree	13	56.5%
Blank	0	0%
<b>Total</b>	<b>23</b>	<b>100%</b>

**What suggestions do you have for making access easier?:**

- NIL
- More advertising
- Shorten waiting time - if possible
- I didn't know the service was available until things got out of hand

**3. How satisfied are you that you were listened to and your problems understood?**

	<b>Camcare Total</b>	<b>% of Total</b>
Very dissatisfied	0	0%
Dissatisfied	0	0%
Neutral	0	0%
Satisfied	7	30.4%
Very satisfied	16	69.6%
Blank	0	0%
<b>Total</b>	<b>23</b>	<b>100%</b>

**Please tell us why you feel this way.**

- Very satisfied
- Very friendly, patient, understanding counsellor. She gave me the impression that she understood my problems (often from her own personal experience)
- Last year with previous counsellor felt better but this year's was not bad
- Judy is extremely helpful and I feel truly listened and understood my problems. She showed sincere concern and support
- It was helpful to discover the 'core' of the problem and to discuss if it was capable of a solution or to consider alternative solutions
- Ali is the most amazing counsellor; I couldn't have got through this without her help, support and guidance. I always left my sessions feeling refreshed, empowered and strong.
- Points were never forgotten, often many situations were revisited
- My counsellor was excellent, her feedback was encouraging, at times challenging and she displayed a sound knowledge of her role.

**4. At the end of the counselling sessions do you feel better equipped to cope?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	16	69.6%
Somewhat	7	30.4%
No	0	0%
<b>Total</b>	<b>23</b>	<b>100%</b>

**Please tell us why you feel this way.**

- Definitely, Emma is a wonderful counsellor whom I was able to relate to on many levels. She was also highly supportive and has helped me a great deal.
- I have regained my self-confidence
- I was given some coping strategies. E.g. Focus on the moment not the future or past. Distance myself -
- Very understanding counsellor
- I felt comforted by the empathy and level of care which was a great support at the time when I felt I was all alone in my grief
- Similar to previous comment. Last year was great.
- My situation hasn't changed; I've become more accepting and feel better within myself
- Judy assisted me with coping skills which I have found very helpful.
- I feel that many of my original 'panicky' experiences have now become more insignificant and can now be more low key leaving me to concentrate on the more pleasing affairs
- It was wonderful to have someone who really listened to me
- Ali gave all the tools to help myself through the time post the traumatic event and I feel like I've found who I am now. Ready to tackle the world head on.
- I was always filled with re-assurance, taking all angles and seeing things from two sides
- My situation hasn't changed, I've become more accepting and feel better within myself
- As above- a gradual but positive progress.

## 5. What do you remember as being most helpful to you?

- Your counsellors, Having a place for counselling
- Emma helping me recognise triggers of depression and helping me put strategies in place to cope. Her superb listening skills and genuine advice :)
- Understanding what my wife's issues were and strategies to deal with them
- The information given in the sessions were very helpful
- Assertiveness activities, Talking through my problems
- To have someone listen to me and give me feedback (an opinion)
- I felt supported and improvement
- Warm and caring reception. The sincerity and empathy shown touched me.
- Previous counsellor being very patient and supportive.
- Advice suggesting that I don't be so hard on myself and to boost my self esteem
- Fiona's help, positivity
- Everybody made me feel at ease especially my counsellor. She was very helpful and understanding.
- Listening, empathy, skills-tapping, meditation, discussion
- To be able to talk about very personal concerns to an independent listener who was able in some instances to suggest other ideas which could be contemplated later
- Susan really listened to me and that made me feel so much better
- Everything! Having someone to confide in and help me weekly is invaluable. Every single week I was guided to help myself and become stronger.
- Given other methods/Ideas of how to deal with conditions/problems
- Where my focus should be
- Advice suggesting that I don't be so hard on myself and to boost my self esteem
- Help to learn to control myself when I become overwhelmed with circumstances
- Creating a good rapport with counsellor & feeling I could trust her.

## 6. What was not helpful?

- Nothing!
- Nil
- Nothing



- The ending - no on-going help suggested if needed - no possibility to get in contact after months of counselling
- Not much. While I appreciated the efficiency of providing extra support, e.g. Computer help, I felt I was not emotionally capable of taking on anything new at this stage (maybe anxiety problem?)
- I suppose when counsellors laugh (even if it's nervously!) - feels like I'm not being taken seriously
- Nothing
- N/A
- There was absolutely nothing that was not helpful
- Everything was helpful nothing wasn't
- No car park or few spaces

## 7. What else could we have done for you?

- Nothing else - Camcare has exceeded my expectations
- Nil
- Couples counselling - Help with employment
- Kept my file to pass on to someone else if necessary, I was told that would happen. I may need help in the future.
- Nothing
- You have done what I seeked. Thank you
- It was great - no more needed
- Very kind people at reception
- I have found the sessions most welcome and beneficial
- Nothing really
- Nothing, Camcare is incredible
- More regular 'sessions' or may be it wasn't work as it takes time for ideas to sink in.

## 8. If the need arose, would you recommend Camcare's services to family and friends?

	Camcare Total	% of Total
Yes	23	100%
No	0	0%
Blank	0	0%
<b>Total</b>	<b>23</b>	<b>100%</b>

- Absolutely
- Very much
- 110% I already have

## 9. Do you have any further comments?

- Thank you for helping across - my journeys are made easier and now have more "skills" and "tools" for the rest of my days.
- Yes, I would like to arrange session for my daughter
- I would like to access the service again if I have the need. Hope it is possible.
- I decided to see another counsellor because my doctor has made it possible through Medicare. I felt that a neuropsychologist would be able to help me with my past stroke mind function and also the anxiety problem. No personal reasons.
- I have recommended it already
- Connie is a very capable and genuinely caring individual who remained professional at all times and provided useful advice when necessary. I wish her every success with her studies
- Extremely happy with Judy. She was absolutely amazing!

- Only to tell you Susan is a very caring lady
- Connie is a very capable and genuinely caring individual who remained professional at all times and provided useful advice when necessary. I wish her every success with her studies.

## 10. Would you like us to respond to your feedback?

	Camcare Total	% of Total
Yes	5	21.7%
No	15	65.2%
Blank	3	13.0%
<b>Total</b>	<b>23</b>	<b>100%</b>

## 5. Emergency Relief Case Work

This summary of Emergency Relief Case Work feedback covers all responses since 2014.

### 1. Accessing the ER Case Work service was easy

	Camcare Total	% of Total
Strongly disagree	0	0%
Disagree	0	0%
Neutral	0	0%
Agree	5	50%
Strongly agree	4	40%
Blank	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

### What suggestions do you have for making access easier?

- I found I received a prompt response once referral was made
- I sort of wandered in by mistake, as usual!?

### 2. What was your main reason for seeking assistance when you first saw your ER Case Worker?

- Legal
- Not coping with my finances, the need for help to pay my rent.
- I was penniless, highly depressed, had sick baby, family fights, no direction, needed baby formula, suicidal
- Rental arrears, infringement/Fines notices, general counselling
- I became unemployed and my accommodation was in jeopardy. Additionally, I had no food and had legal troubles
- Case management support/links to services, material aid.
- Help to find job, help to find school
- I think it was either no money for grubbies, or origin energy

**3. How would you describe your needs at the time you were referred for ER Case Work?** (Multiple responses allowed)

Need	Total	% of Total
1. Alcohol & Drug Issues	3	6.4%
2. Relationship issues	2	4.3%
3. Financial issues	5	10.6%
4. Children/parenting	2	4.3%
5. Lack of informal supports	2	4.3%
6. Gambling	2	4.3%
7. Disability	1	2.1%
8. Mental Health	5	10.6%
9. Lack of confidence and/or motivation	0	0%
10. Housing/homelessness	5	10.6%
11. Family Violence	0	0%
12. Transport	4	8.5%
13. Referral to formal supports	2	4.3%
14. Skills development	1	2.1%
15. Changed personal circumstances	2	4.3%
16. Health	2	4.3%
17. Education/Employment	4	8.5%
18. Other	5	10.6%
<b>Total</b>	<b>47</b>	<b>100%</b>

Other categories

- Legal

**4. What do you remember as being most helpful to you?** (Multiple responses possible)

Need	Total	% of Total
1. The worker coming to my home	3	16.7%
2. The worker accompanying me to appointments	4	22.2%
3. Developing specific case plan goals	5	27.8%
4. Someone to talk to	6	33.3%
<b>Total</b>	<b>18</b>	<b>100%</b>

**5. Is there anything else you would like to tell us about how the worker helped you?**

- Being a pillar like a rock
- She understood how I was feeling, she went out of her way to help, and eventually let me to Eastcare. Also early on, she helped me apply to public housing
- I felt very supported and encouraged to cooperate and work on the issues. I called her many times feeling challenged and she always managed to help me resolve the issues.
- Jennifer was a great help in a time of stress, she helped me plan a course of action to get my life back on track
- Jennifer was very compassionate and pragmatic about giving me possible options and solutions
- Competence, compassion
- Jennifer was very helpful & supportive at a time when I had no supports or family. She was always encouraging and reminded me there is hope.
- My mouth is still open in shock from the over efforts of Jennifer and couple of others.

## 6. As a result of this support, have you noticed any changes?

	Total	% of Total
Yes	9	90%
No	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

### Please tell us why you feel this way.

- I am now in a temp home, until a public house. I can cope with my rent (Centercare) and we don't have the landlord ringing & coming at all hours & hassling
- Today my son is well and alive is because of Jennifer's support in assisting on me to seek medical attention at the Children's hospital as he had measles and was also at risk in infecting others. I wanted to self-medicate him at home as we didn't have the Medicare card at that time. Only at the hospital I realised how severe the situation was.
- Definitely, I am now involved in volunteering, have a job, less stress, taking care of legal issues
- My negative stress levels have decreased tremendously
- In the end, I found I needed to go back to rehab but without Jennifer maintaining contact I don't think I would be around still.
- It all hasn't been happy times but when I do feel down I always thinking of the great people that have helped me get to where I am here today and you are one of those important people to me.

## 7. Were there any problems the worker couldn't help you with?

- Blank
- No
- No, she always found solutions to the issues
- None, Jennifer helped me with everything that I asked of her
- No
- No
- Jennifer was supportive and provided me with options and services to cover my most pressing needs
- Blank
- Employment, Finding a school
- She trusted the removalist to move the cat

## 8. Were there other ways we could have helped you?

- Blank
- No
- I can't think of any
- Rent in arrears, helping support me in that but I was referred back (through Camcare) and the referral to Eastcare helped
- No
- No
- No very satisfied.
- Blank
- Blank
- No! To ask for more would have been shear gall

**9. If the need arose, would you recommend Camcare's services to family and friends?**

	<b>Total</b>	<b>% of Total</b>
Yes	9	90%
No	0	0%
Blank	1	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

**10. Do you have any further comments?**

- Blank
- Jennifer is professional with a lovely soft spot. She knew what to do with me & achieved that. She has support with Eastcare. They all speak well of her. She made me feel like I was her only client
- Jennifer is wonderful and caring person. When we felt desperate, she helped us. As a single & unwell mother with a 6 month infant, she saved us. As we were of ethnic origin we were facing isolation in the community and she found a GP to help me. I can never thank her enough.
- I just wanted to say Jennifer is a great human being. The compassion and professionalism she has is something all emergency relief workers should aspire to. Camcare is a very lucky organization to have someone of her calibre!
- The team at Camcare have make a major improvement to my quality of life and I am forever grateful
- Excellent service
- Thank you to Camcare and particularly Jennifer for the support & care during a very dark & lonely period.
- Blank
- Blank
- I'm going to miss Camcare

**6. Parent Support Outreach**

**1. Please rate your level of satisfaction with our reception service**

	<b>Camcare Total</b>	<b>% of Total</b>
Very dissatisfied	0	0%
Dissatisfied	0	0%
Neutral	1	10%
Satisfied	5	50%
Very satisfied	4	40%
Blank	0	0%
<b>Total</b>	<b>10</b>	<b>100%</b>

**Comment**

- Never experiences as it was booked through my case worker
- Once or twice messages did not get through from reception to my worker
- Berna really helped me

**2. Accessing the service was easy**

	<b>Camcare Total</b>	<b>% of Total</b>
Strongly disagree	1	10%

Disagree	0	0%
Neutral	0	0%
Agree	3	30%
Strongly agree	6	60%
Blank	0	0%
<b>Total</b>	<b>10</b>	<b>100%</b>

### Comment

- Until I was at breaking point I didn't know the service was available
- I accessed it via the council's MCHN centre

### 3. How would you describe your needs at the time you were referred to Camcare? (Multiple answers possible)

	Camcare Total	% of Total
Parenting education and strategies	2	12.5%
A supportive listener	7	43.8%
Counselling to address issues raised by becoming a parent	6	37.5%
Information and referral to other services	1	6.3%
<b>Total</b>	<b>16</b>	<b>100%</b>

### What other needs did you have?

- Needed a mentor type relationship
- Needed validation and reassurance and coping strategies to manage my anxiety levels
- Depression and anxiety
- Being provided an excellent stop-gap until our couples counselling commenced
- I felt really lost I didnt know how to be a parent and I needed someone to guide me and listen
- PND

### 4. How satisfied are you that the support you received has helped you meet your needs?

	Camcare Total	% of Total
Very dissatisfied	0	0%
Dissatisfied	0	0%
Neutral	0	5%
Satisfied	2	20%
Very satisfied	8	80%
Blank	0	0%
<b>Total</b>	<b>10</b>	<b>100%</b>

### Please tell us why you feel this way:

- Berna was lovely and it was nice to have an ear to listen and not feel like I was being judged.
- Berna was brilliant in her manner, support, advice and ability to listen. I will really miss her.
- The parent support group and personal counselling gave me a chance to come to terms with my anxiety and receive advice on how to deal with it
- Berna helped me to take on a more positive approach to thinking about my husband. She gave me great strategies to try. She was lovely.

- I am much more confident parent. I don't cry anymore and I feel I can manage and that I am in control of things(largely)
- The Camcare PND mother's group was very helpful as I had no support in Melbourne having immigrated. It was a life send.

**5. What do you remember as being most helpful to you?  
(Multiple answers possible)**

	<b>Camcare Total</b>	<b>% of Total</b>
The worker coming to my home	<b>8</b>	38.1%
The worker providing practical parenting advice	<b>6</b>	28.6%
Someone to talk to	<b>7</b>	33.3%
<b>Total</b>	<b>21</b>	<b>100%</b>

**What else?**

- I loved that Bema came to me where I felt comfortable and not anxious with time constraints
- The validation I received
- Easy to change appointments if needed. Always felt very comfortable in Bema's company in my home
- Someone to validate my feelings and experiences. She gave me encouragement to keep trying to rebuild my marriage, "even if it kills you", she said jovially. She provided a referral to Anna, the counsellor.
- Bema was very supportive and her input was very useful
- The group sessions & talking to other moms in the same position as myself was paramant to me getting well again. Bema coming to my house really helped as somedays I could barelly leave the house.

**6. Were there other ways we could have helped you?**

- Greater exposure to new mums regarding the service. I needed this much earlier.
- Other than a continued service.. only maybe a suitable book that would suit my situation if I became really anxious again, now without meetings with Bema
- No
- No
- I would have benefited from another 1 or 2 visits

**7. As a result of this support, have you noticed any changes in yourself?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	<b>10</b>	100%
No	<b>0</b>	0%
Blank	<b>0</b>	0%
<b>Total</b>	<b>10</b>	<b>100%</b>

**Please tell us why you feel this way**

- I can stop and think of why I respond to my child the way I do, and how I relate to my partner
- More confident now I know I am not alone and that lots of other mums feel the same way.

- I feel that more confident in myself.. That even though with all these new changes in the year gone, I have no control but that's totally okay
- I feel more organised and also feel validated as a mother which gives me confidence
- I am able to identify my anxiety triggers and help myself more. I am now a more relaxed and happy parent
- I feel less stressed, anxious and questioning of my own thoughts and feelings because having Berna allowed me to be heard and work through the issues and she always gave practical, sensible solutions.
- I can be a bit more positive + grateful towards my husband
- I don't feel depressed and I have strategies to manage and minimise anxiety
- I am able to deal with my an anxiety by putting into practice the coping skills we were taught in the group sessions. I am now aware of my moods(anxiety) and am able to deal with (it)them before it gets too bad.

**8. Have you noticed any changes in your relationship with your child, as a result of this support?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	<b>7</b>	<b>70%</b>
No	<b>3</b>	<b>30%</b>
Blank or N/A	<b>0</b>	<b>0%</b>
<b>Total</b>	<b>10</b>	<b>100%</b>

**Please tell us why you feel this way**

- I am more playful with my child
- More confident with child yet it's been beautiful the entire way.
- Spend more time connecting with him as a result of not being so anxious and pre-occupied with 'what I should be doing' etc.
- I am able to enjoy time with my son outside of the home. I don't feel stressed about taking my son out in public.
- It was the relationship with my husband that I needed help with, not my baby.
- Yes. My bond with my son is so much stronger.
- I am able to connect more and enjoy being a mom. Able to go out & do baby activities like parks, swimming lessons with my son. I couldn't do these things before.

**9. Have there been any changes in your relationship with your partner, as a result of this support?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	<b>9</b>	<b>90%</b>
No	<b>1</b>	<b>10%</b>
Blank or N/A	<b>0</b>	<b>0%</b>
<b>Total</b>	<b>10</b>	<b>100%</b>

**Please tell us why you feel this way**

- We can stop and say if something is challenging us. " our shark music"



- Over the past 12 months of us as new parents, we have overcome the worst of the 'worst' it has brought in us. Bema helped with suggesting strategies.
- Been more mindful and compassionate which helps my partner do the same
- We are able to communicate better about issues that are stressful
- More open and honest conversations. Less 'blaming'
- I am remembering to make an effort to create date nights/activities. I am more able to leave baby with my husband and go to exercise class and just leave him to it (to be responsible)
- Yes. With the help of Bema, I have been able to let go and accept there are different parenting styles and to understand the pressures my husband would be facing
- I was fighting, irritated and wanted to walk away due to not being able to cope. I am now able to cope better and deal with my anxiety in a logical way. My husband & I are communicating like we used to before the anxiety.

**10. What key messages or strategies have you taken away from the program?**

- "1. The concept of adult/parent/child psyche
- 2. Listening to my own ""shark music"" and perceived threats and not transferring it onto my child"
- To be grateful for what I have. To try and be more patient with partner. To believe in myself that all will be okay.
- Take each day as it comes
- Ask for help
- Start reminding of things that would make me feel better. e.g. Going back to work, exercise etc.

**10. What key messages or strategies have you taken away from the program?  
(Continued)**

- That I'm not alone. I am getting better at not stressing out by using the inner friend strategy, amongst others.
- Being assertive is beneficial for both parties
- Thoughts are just thoughts and you can turn them around
- I am doing enough being a Mum
- You have to give the daddy "space" to parent your child. You need to make couple time. To write down when husband does/says nice things to me.
- Don't sweat on the small things (like cleaning dishes immediately). Have some time to myself, tell my husband how I feel, spend time on mindfulness exercises and accept all the support I can get.
- 1. Be in the moment. 2. Treat yourself and take time out for yourself. 3. Be aware of your negative thoughts & get out of the spiral!!

**11. If the need arose, would you recommend Camcare's services to family or friends?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	<b>10</b>	100%
No	<b>0</b>	0%
Blank or N/A	<b>0</b>	0%
<b>Total</b>	<b>10</b>	<b>100%</b>

- Yes – I think every mother should be offered this service!
- Yes(100%)

**12. Do you have any further comments?**

- Berna was very approachable and accommodating
- My case worker should be telling all new mums when they first meet about the service. I was informed about 3 months too late
- Berna is fantastic and will always be a fond memory of the most important year of my life
- Berna and Kaye were fantastic support and I enjoyed seeing them weekly.
- This is a fabulous service and I feel so grateful for having the opportunity to engage in it.
- It was unfortunate timing that people took Christmas break...it can be a tough time of year for young mums or anyone who are having marriage difficulties +/- or major stress.
- Berna was very caring and she so generous with her time. She was such a patient listener and would offer a rental opinion. I am so grateful for her visits as I was a mess before she started visiting me. I am now a much happier, less stressed parent. Thank you Berna and Camcare for the support
- I would have liked the group program to be longer. Or have a follow up group later on just review what we learned. Overall it was an amazing program & I can't speak more highly of it. Berna was a gem.

**13. Would you like us to respond to your feedback?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	<b>2</b>	20%
No	<b>7</b>	70%
Blank or N/A	<b>1</b>	10%
<b>Total</b>	<b>10</b>	<b>100%</b>

**14. Would you like to be informed of parenting programs offered by Camcare in the future?**

	<b>Camcare Total</b>	<b>% of Total</b>
Yes	<b>7</b>	70%
No	<b>3</b>	30%
Blank or N/A	<b>0</b>	0%
<b>Total</b>	<b>10</b>	<b>100%</b>