

**Agency Report**  
**CONSUMER PERCEPTION SURVEY**  
**NOVEMBER 2010**

**Adoption Services**

***Adoption Research & Counselling Service***

Below is a summary of responses received from clients in your service who participated in the survey. Please note that the total of each table may not be the same due to questions not answered.

**1. Did Adoption Research & Counselling Service meet your needs?**

Very well	Well	Neither	Poorly	Very poorly	Total
17	3	0	0	0	20
85.0%	15.0%	0.0%	0.0%	0.0%	100.0%

**2. Did Adoption Research & Counselling Service involve you in finding a way to meet your needs?**

Yes	No	Not applicable	Total
19	1	0	20
95.0%	5.0%	0.0%	100.0%

**3. How satisfied are you with the service you received from Adoption Research & Counselling Service?**

Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Total
17	3	0	0	0	20
85.0%	15.0%	0.0%	0.0%	0.0%	100.0%

**4. As a result of coming to Adoption Research & Counselling Service, did you learn new skills to help you manage in the future?**

Yes	No	Not applicable	Total
20	0	0	20
100.0%	0.0%	0.0%	100.0%

5. As a result of coming to Adoption Research & Counselling Service, how confident are you that you will be able to manage in the future? (*mark one*)

Very confident	Confident	Neither	Not confident	Not at all confident	Total
11	9	0	0	0	20
55.0%	45.0%	0.0%	0.0%	0.0%	100.0%

6. If the service you received involved providing care and safety to your family, how well did Adoption Research & Counselling Service? (Care and safety could include financial security, stable accommodation or protection from harm).

Very well	Well	Neither	Poorly	Very poorly	Not applicable	Total
9	0	0	0	0	11	20
45.0%	0.0%	0.0%	0.0%	0.0%	55.0%	100.0%

7. Please indicate your level of agreement with the following statements about how you felt working with Adoption Research & Counselling Service.

"The workers were always open in their dealings with me".	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
	18	2	0	0	0	20
	90.0%	10.0%	0.0%	0.0%	0.0%	100.0%
"The workers valued my knowledge of my own situation".	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
	18	2	0	0	0	20
	90.0%	10.0%	0.0%	0.0%	0.0%	100.0%
"I trusted the workers".	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
	18	2	0	0	0	20
	90.0%	10.0%	0.0%	0.0%	0.0%	100.0%
"We worked in partnership in finding solutions to meet my needs".	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Total
	18	2	0	0	0	20
	90.0%	10.0%	0.0%	0.0%	0.0%	100.0%

8. We are always keen to improve our services. Please make any additional comment below

Excellent service in all aspects
Great service
I feel ARCS have been a fantastic service and i wish i had know about them a long time ago. They have been the best support for me to start putting my family back together.
I have found the service incredibly helpful. Staff are all without exception approachable, supportive and knowledgable. I have been most grateful for their help
It would be helpful if ARCS had the funding to operate on more days. I cant alway get an appointment for my son when he needs it because they are always so busy on the days they do operate