

Wonderland

Community Services Pty Ltd



Feedback Report

Wonderland Community Services

January 2024 - April 2025

Background

Wonderland Community Services Pty Ltd (WCS) values feedback to assist with the continuous improvement of the organisation. We aim to have a responsive and caring service for our participants, their families, and their representatives as well. We use feedback to improve our services –which benefits participants’ experience.

WCS is committed to providing quality support service for our Participants and we are committed to ensuring that participants are placed at the heart of our service. To ensure that WCS conducts bi-annual participant reviews and participant feedback is taken after each stay with us.

This feedback is integral for WCS to make necessary adjustments and improvements to the services provided. This Report details results for January 2024 – April 2025 on Participant Feedback obtained. (83 responders).

Overall Findings

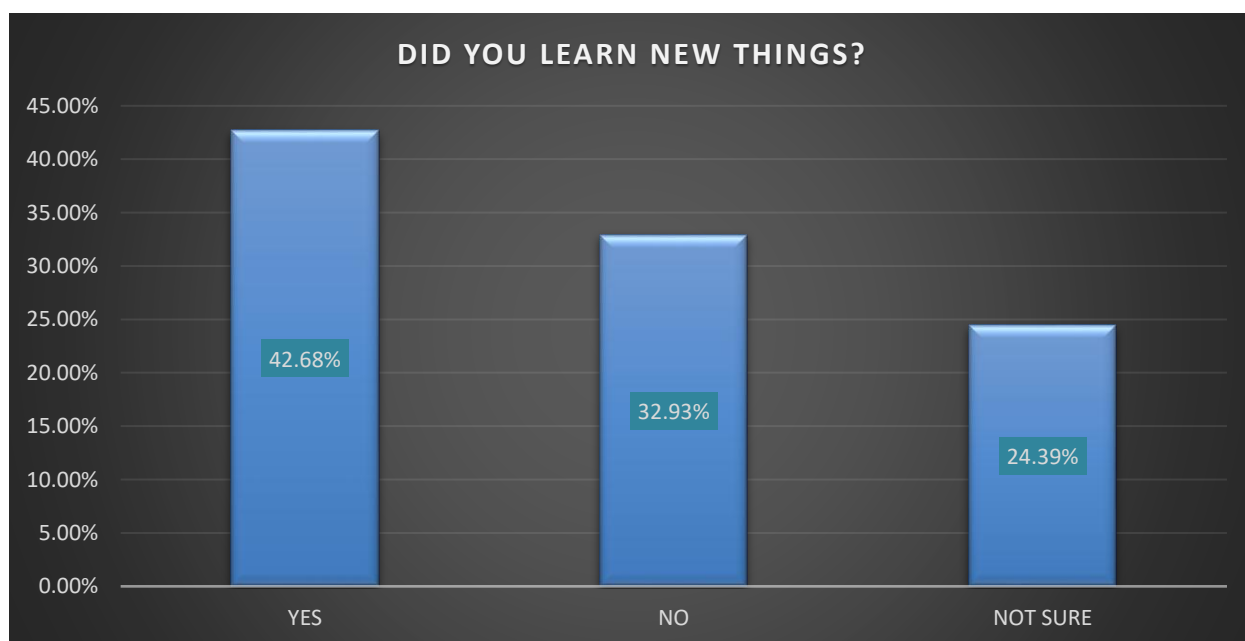
- Overall satisfaction with WCS services was fantastic (50%).
- 42% of participants reported learning new skills during their stay.
- Activity enjoyment reached an exceptionally high level (84%).
- Negative feedback was minimal across all categories.

Feedback Analysis

- a) Wonderland Respite stays provide the participants the opportunity to learn new skills like meal preparation, bed making, laundry, budgeting, tidying up and cleaning, etc. To find out the participant's response to this we ask the following question.

"Did you learn new things?"

Yes	42.68%
No	32.93%
Not sure	24.39%



Interpretation:

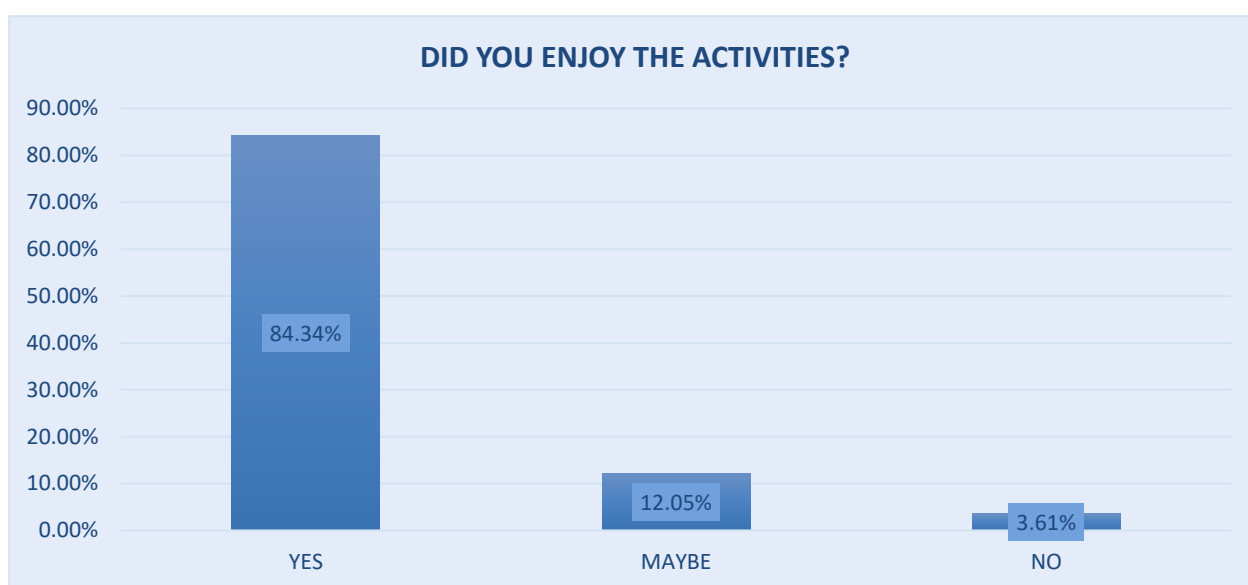
42.68% of participants reported learning new skills such as meal preparation, bed-making, laundry, budgeting, and cleaning. 32.93% responded "No," while 24.39% were "Not Sure."

- b) At Wonderland Community services we provide a variety of activities for the participants according to their interests and abilities. WCS has an Activities Officer who plans these for the participants.

To find out the participant's response to this we ask the following question.

"Did you enjoy the activities?"

Yes	84.34%
Maybe	12.05%
No	3.61%

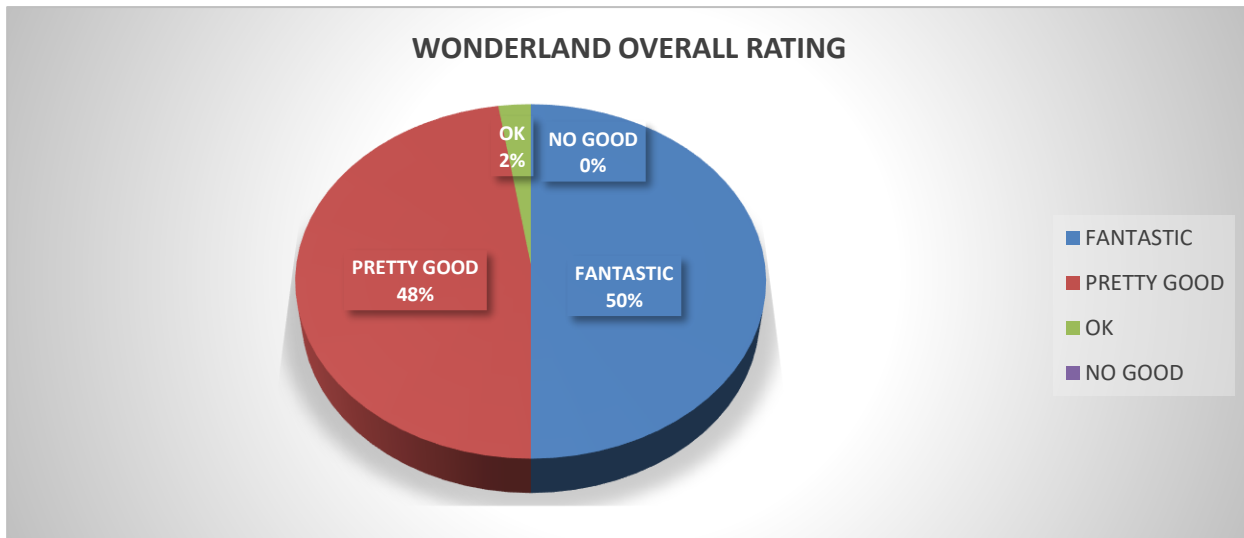


Interpretation:

84.34% of participants enjoyed the activities, reflecting the success of the personalised programs led by WCS's Activities Officer.

- c) Responses received regarding “Give Wonderland an Overall Rating”, options provided.

Fantastic	50.00%
Pretty Good	48%
Okay	2%
No Good	0%



Interpretation:

Half of the respondents rated their stay as “Fantastic,” and 48% rated it “Pretty Good,” showing a strong positive experience overall.

Suggestions for continuous improvement

- **Update Care Plans:** Participant preferences from feedback forms should be reflected in their Care Plans. The Client Care team should receive and incorporate this information accordingly.
- **Activity Planning:** The Activities Officer should review feedback when designing programs to align with participants' interests.
- **Staff Reminders:** Support staff should be consistently reminded to complete “Participant Feedback” forms at the end of each shift.
- **Follow-Up Calls:** For any “No Good” ratings, the Client Care Officer should follow up promptly to understand concerns and make necessary improvements.
- **Learning Reinforcement:** Staff should actively remind participants when they learn new skills, helping them recall this during feedback completion.
- **Friendship Support:** Staff should encourage and recognise budding friendships, offering positive reinforcement.
- **Consistent Feedback Collection:** Shift leaders should ensure feedback is collected at the end of every STA, Community Access, or In-home Care session. Long-term participants might be asked for feedback monthly.