

# DASSA Client Satisfaction Survey: key findings from 2021

In 2021, 365 people responded to the DASSA Client Satisfaction Survey across six different services.

A performance benchmark of 85% satisfaction was met ✓ for 4 out of 12 questions about satisfaction levels

**94%** of clients said that staff explained things in a way they could understand ✓



**93%** of clients felt they were treated with dignity and respect ✓



**86%** of clients would recommend DASSA to a relative or friend ✓



**88%** of clients felt that their views and concerns were listened to ✓



**76%** of clients gave a good to excellent rating to the service they received

**79%** were satisfied with the amount of information they were given

**74%** felt they could access a staff member in a reasonable time

**77%** were satisfied with how they were included in decisions about treatment

**73%** were satisfied with how they were included in decisions about the service

**74%** of clients were satisfied with the physical environment

**66%** of clients were satisfied with how DASSA responded to their feedback

**76%** of clients felt the service had been effective in helping them

To improve our services in response to your feedback, DASSA will:

Work towards developing a peer workforce to support clients

Provide further training for reception staff on customer service

Look into improving sound proofing in consulting rooms

Provide increased access to a social worker at Withdrawal Services Glenside

Make sure the televisions in waiting rooms show health related content

Ask for your suggestions on how to improve

If you have a practical suggestion on something DASSA could do better, let us know at [DASSACPP@health.sa.gov.au](mailto:DASSACPP@health.sa.gov.au)