
Family Drug Support HELP LINE Caller Satisfaction Survey

2009



Introduction

The Family Drug Support (FDS) Help Line is an Australia wide 24 hour service for families and friends of people with drug related issues. It is a volunteer run service and provides information, referral and empathetic listening. This evaluation assesses caller satisfaction with the Help Line service, and compares current satisfaction levels with those reported in 2004 and 2008.

The Help Line

The FDS Help Line provides callers with a first point of contact to discuss their concerns about a family member's or friend's drug use. Callers may be in crisis or very distressed, and they are mostly uncertain as to what options are available for them and what steps to take next. Repeated calls are common as people work through the process and further questions or concerns arise, or they just need 'someone to listen' – 45% of callers are referred from a previous call.¹ The service also occasionally provides advice to drug users and also to other drug agencies in relation to family support.

Method

Surveys were administered by volunteers at the end of randomly selected calls across 2008/2009. A total of 132 surveys were collected.

Callers were asked if they were willing to complete the survey – although clear instructions were given not to do the survey if the caller was 'stressed or in crisis'.

The survey used is a streamlined version of the survey administered in 2004 and 2007/2008. The changes mean that comparisons between years are only possible for some questions – these are included as applicable.

Caller Ratings

Getting through

The Help Line is mostly very easy for callers to access, with 88% getting through straight away. This is unchanged from 07/08 and compares well with 2004 with only a 4% drop in immediate access to the service.

Table 1. Getting through – number of attempts

ATTEMPTS	2004 (%)	07/08 (%)	08/09 (%)
Straight Away	92	88	88
1 attempt	3	10	N/A ²
2-3 attempts	2	2	8
After Several	1	1	4
TOTAL	100	100	100

Source: FDS Survey 2004, 07/08. FDS Survey 08/09. n =128

¹ FDS Call Information Statistics 2007.

² Not asked in 08/09

Helpfulness of FDS support/referral received during the call

The majority of callers found the support/referral received during the call very helpful (81%), with a further 18% finding the support somewhat helpful. Less than 1% of callers found that the support/referral was 'not very helpful'.

Table 2. Caller satisfaction ratings

RATING	08/09(%)
Very helpful	81
Somewhat	18
OK	0
Not very	1
TOTAL	100

Source: FDS Survey 08/09. n =132.

Caller expectations

The expectations of callers of the Help Line were divided between the three options:

- Talk to someone who:
 - listens to me
 - understands my needs
 - is open and non judgmental

Callers could select more than one option, and the most commonly picked option was to 'talk to someone who understands my needs.' The distribution of responses is fairly similar to last year, albeit with less callers selecting 'other'.

Table 3. Caller expectations

EXPECTATION	07/08(%)	08/09 (%)
Someone to listen	29	31
Understands my needs	27	35
Open and non judgmental	24	27
Other	19	6
TOTAL	100	100

Source: FDS Survey 08/09. n=236 (multiple responses)

How well expectations were met

Callers were asked how well their expectations were met in calling the Help Line. Most callers (74%) found that their expectations were met 'very much so' with a further 20% finding their expectations were met 'somewhat'.

Table 3. Meeting caller expectations

RATING	08/09 (%)
Very much so	74
Somewhat	20
OK	4
Not at all	2
TOTAL	100

Source: FDS Survey 08/09. n =128

Positive difference to caller's situation

Callers were asked if they thought the call had made a positive difference to their situation. Most (77%) 'believed so', a further 19% were 'not sure' and 4% 'didn't think so.'

Table 4. Positive difference to situation

RATING	08/09 (%)
I believe so	77
Not sure	19
I don't think so	4
TOTAL	100

Source: FDS Survey 08/09. n =128

Recommend service to others

Nearly all callers said they would recommend the service to others (98%), with only 2% indicating they would not.

Table 5. Recommend service to others

RATING	08/09 (%)
Yes	98
No	2
TOTAL	100

Source: FDS Survey 08/09. n =128

Conclusion

The 2008/2009 Help Line caller satisfaction survey clearly demonstrates that FDS continues to provide an excellent service that is highly accessible and generally meets caller expectations at a very high level. Service accessibility and quality have been maintained at a consistent high standard since earlier years.