

# Changing Customer Expectations



Volunteering  
Gold Coast



# *Lived Experience Panel (customers)*



*Colin*



*Margaret*



*Diane*



*Beverley*

# So what's changing?

- ✓ Provider payments will change from being quarterly to monthly in arrears.
- ✓ Participants will pay contributions based on an assessment of their income and assets.
- ✓ The program will apply an income tested co-contribution tied to the type of service with a no worse of principle for existing service users.
- ✓ Contributions will differ for:
  - clinical supports – no contribution
  - independence services – moderate contributions
  - everyday living services – highest contributions.
- ✓ Providers can set their own pricing ahead of government caps coming in.

**Being Customer Focused is always good business**

# Excellent Customer Service

- ✓ Being acknowledged
- ✓ Quick attentive friendly service
- ✓ Being offered a choice
- ✓ Responsive
- ✓ Active listening
- ✓ Empathy
- ✓ Clear Communication
- ✓ Problem solving
- ✓ Knowledge & Competence
- ✓ Patience
- ✓ Authenticity



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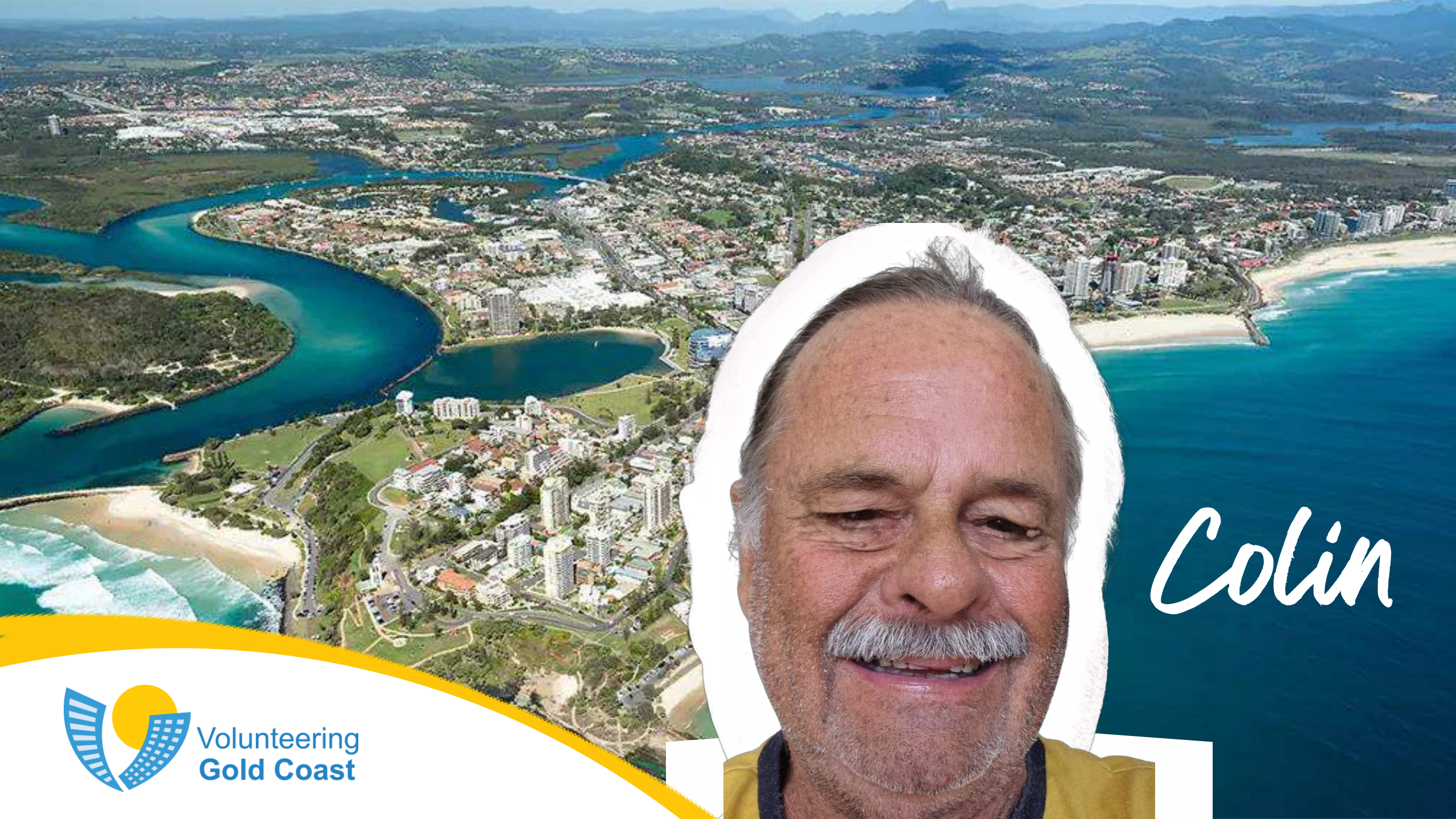
# What Do Our Customers Say?



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*Colin*



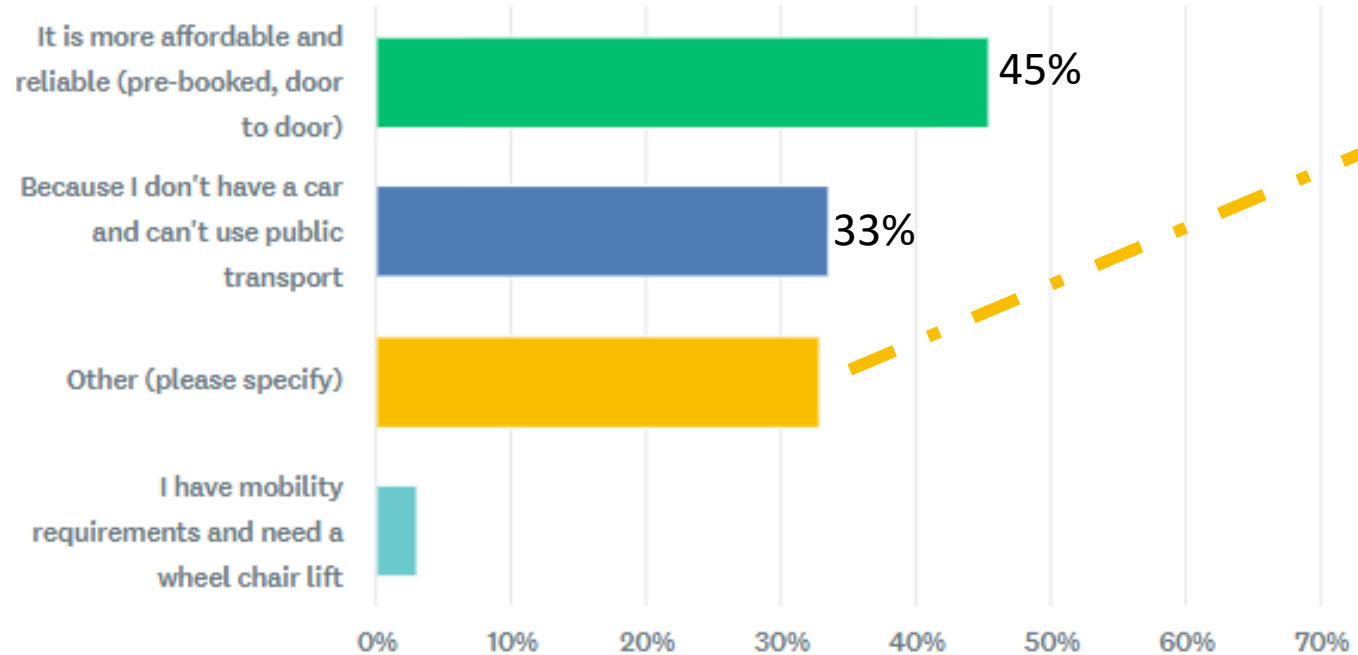
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# Why do people use Community Transport?

Why do you use VGC's community transport services?

Answered: 161 Skipped: 22





# Margaret

←  
ANTIQUES  
COLLECTABLES  
BRIC 'A' BRAC  
VINTAGE & RETRO

👉 TOILETS

Wade  
Shoreland  
11 45012 99971



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# Outcomes are more important

## Wants

- ✓ Friendly chat
- ✓ Clean and tidy
- ✓ Choice (e.g. music)
- ✓ Comfort (umbrella, consideration

## Outcomes

- ☺ Feeling **Empowered**
- ☺ Maintaining **Independence**  
(get to the shops, run errands, attend appointments)
- ☺ Feeling **Connected** with friends and family
- ☺ Feeling a sense of **Purpose**, participating and feel valued in community
- ☺ Improved **Health & Wellbeing**

## Needs

- ✓ Reliability
- ✓ Affordability
- ✓ Assistance
- ✓ Competence





*Diane*



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# Beverley Du Cloux

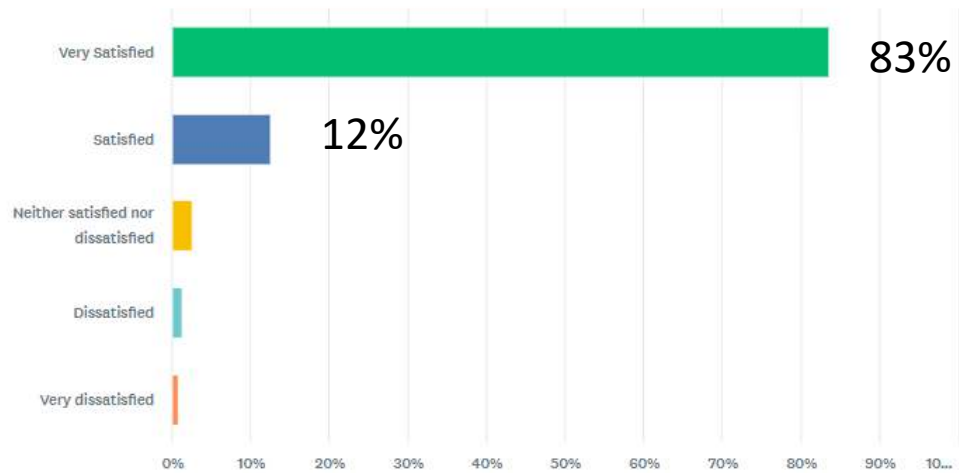


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Overall how satisfied are you that VGC has been meeting your needs?

Answered: 152 Skipped: 14



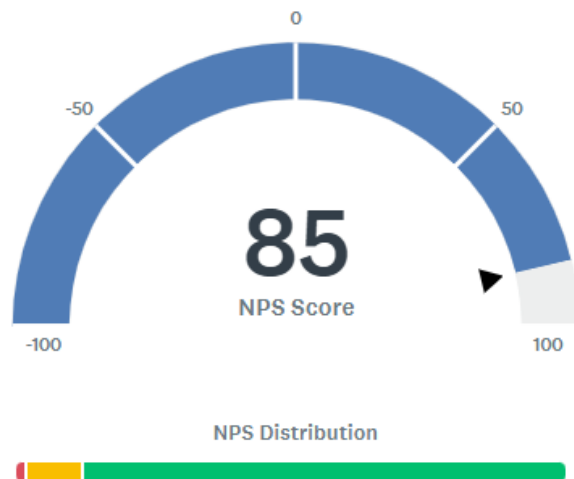
Without voluntary services I would not be able to go to doctors, dentists, and taking me to get cataracts done. Now I am trying to attend classes at Southport Community Center. To give me friends and learn. Carol (\*Asthma)

Please keep doing what you are doing because it helps so many people. It takes a huge weight off knowing it meets my transport needs. Esme (\*Health)

I've been very well supported by this provider. I feel seen and heard in all aspects of the service provided. I am included in any decisions made. Madizen

Very affordable/well priced, drivers are polite, friendly & courteous, neat & tidy, on time. Vehicles have always been clean. Helen

How likely is it that you would recommend this service to a friend or colleague?



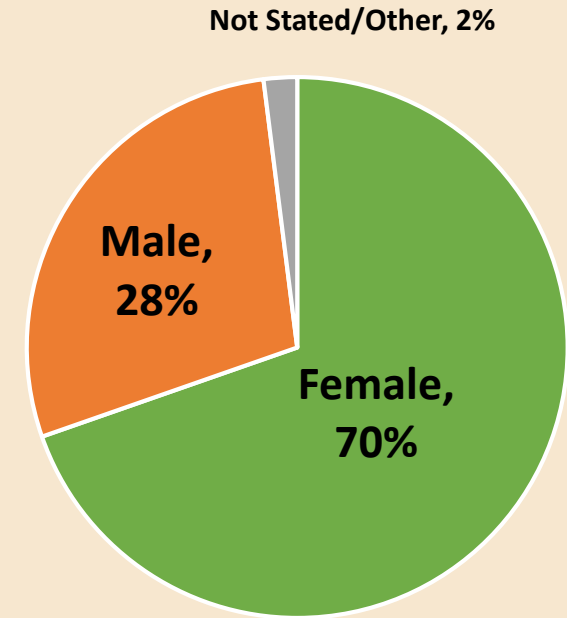
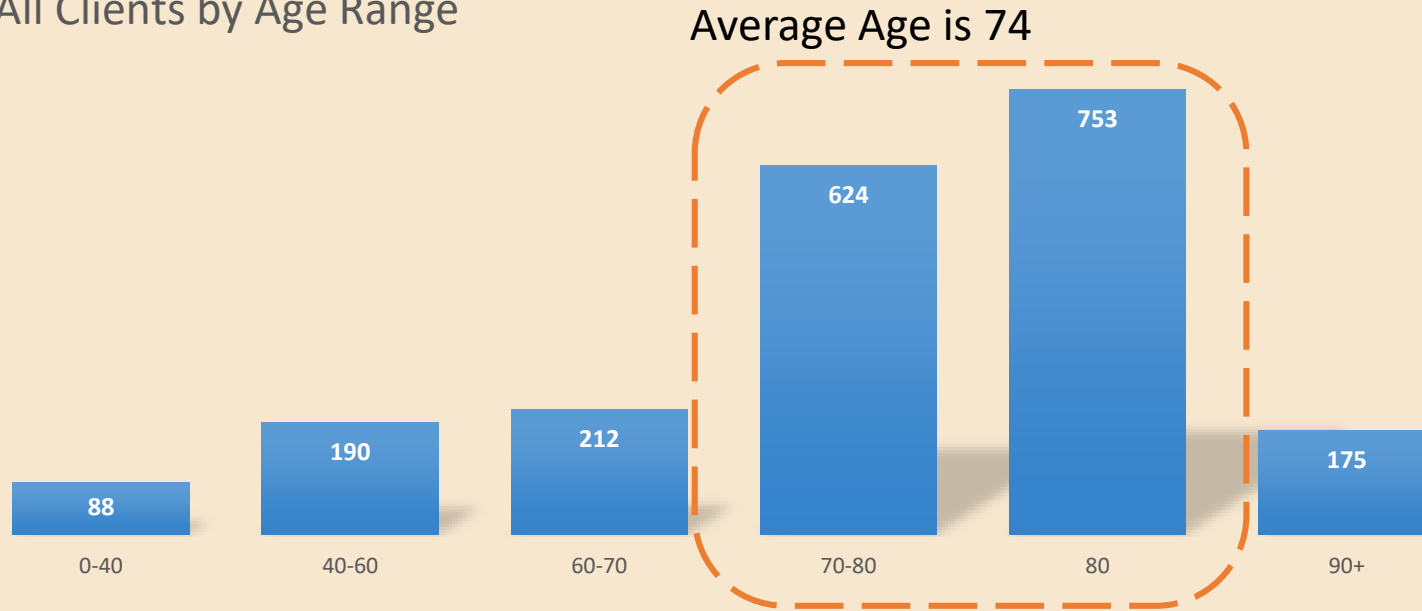
Cleaning and possibly weekend services. Yvonne

If there was some way that the prices could be lowered it would be great. Ken



# Who are our customers?

All Clients by Age Range





# Question time



*Thank you*

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TRANSPORT SERVICES







***VOLUNTEERING  
CHANGES LIVES***



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