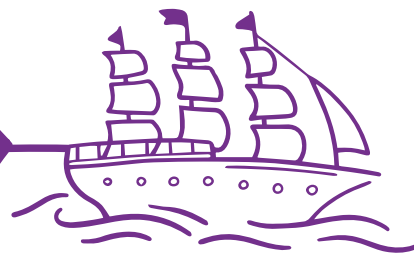


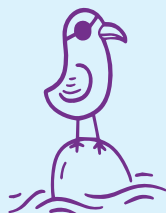
# Changes you would like to see



Many of you, when asked how ACF can improve their services answered "nothing". This tells us that several of you are satisfied with the service you receive, and we are pleased to hear that we have been able to meet your needs. There were also some constructive ideas on how we could improve our service.



## EXPANSION OF RESOURCES



Some of you requested increase in resources such as a reduction in waiting times, increase in staff and service to clients and greater training for carers. This has been a recurring theme from last year and clearly demonstrate the need for specialist therapeutic support for children, young people and their families who have experienced developmental trauma.

We have taken on board your concerns and some of our services now have an active wait list to provide you with some limited support whilst you wait to be allocated to your ACF worker. We are also continuing to expand the range of training options available including shorter and cheaper online training sessions for carers and professionals which can be more easily accessed particularly for those living in rural and remote communities. You can find out more about this by speaking to your ACF worker or going online <https://professionals.childhoodorgau/>

We have also developed a range of free resources for children, young people and parents and carers and professionals. These can be accessed at <https://www.childhoodorgau/covid-19/> <https://cetc.orgau/>

Finally, we will continue to advocate to government and other funding bodies for an increase in resources to meet demand.

## ONGOING FEEDBACK

Many of you were happy with providing feedback online. Some of you also reported that you would be willing to provide the feedback face to face and on a more regular basis. At ACF we are continuing to look at several ways that we can increase participation in providing feedback on a regular and planned basis. Your feedback is vital in continuing to improve the quality of our service. We welcome any opportunity to let us know how we are doing and areas we need to strengthen.



## Summary and key points

- ★ This is the second year concurrently that ACF have sought feedback from children/ young people, parents/ carers and professionals regarding their experiences of our therapeutic services.
- ★ There were some areas identified as needing improvements and included an expansion of resources such as reducing waitlists.
- ★ Once again, we are thrilled to have received positive comments with many of you indicating that you valued the flexible and relational nature of the service we provide.
- ★ We will persist in finding new ways to strengthen our work as well as advocating for additional resources.

We would encourage you to pass on any comments or feedback you may have to your ACF worker and thank you for taking the time to fill out our survey.