

Caregiver Experience Evaluation

2023

**Surveys are sent to
caregivers once per year
to get feedback on
satisfaction with services**



Impact service is having on them

"Extremely helpful. I wouldn't have
got this far with getting what my
child needs without you."

"It's changed how we parent,
having more understanding of
what our child needs."

Positive changes & confidence

92% of caregivers are noticing
positive changes in their child

96% of caregivers feel more
confident in supporting their child



**96% of caregivers
agreed or strongly
agreed that the
services they
received was the
right way of helping
them**

What caregivers like about Point in Time:

"The care and time
put into what's going
to work and help."

"Friendly staff and
knowledgeable"

"The support is
always there and
they are very kind."

"Convenience and
flexibility"

"Good location of
offices, nice and
professional staff,
always answered
calls, any kind of
information and
help."

