



Improve the quality
of your care with an
independent customer
experience partner.

felick is an independent customer experience (CX) partner and subscription-based service that measures customer satisfaction and helps organisations improve the quality of their service.

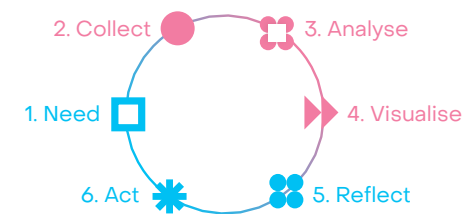
felick

Our purpose




To help improve people's lives by changing the care sector for the better.


Through a mix of digital and non-digital methods, we collect customer feedback, analyse the findings, and generate key insights in an easy-to-understand format so your organisation can action the most important changes.


The felix six-step process




We've designed a six-step feedback process combining [provider-led](#) and [felix-led](#) steps.

-  1. Need: You identify a need to better understand customer experience.
-  2. Collect: felixx collects reliable and comprehensive customer data.
-  3. Analyse: We analyse and compare customer experience insights with sector standards.

-  4. Visualise: Feedback is compiled into easy-to-understand graphics that highlight where improvements can be made.

-  5. Reflect: Your team reflects on the insights and prioritises what needs to be actioned.

-  6. Act: You act on the priorities for improvement and track progress with support from felixx.

These six steps are repeated so you can keep improving your service for the better!

Subscription services to suit your care

	Seniors				Disability			
	RESIDENTIAL	HOME CARE	DAY/SOCIAL CLUB	RETIREMENT VILLAGE	ACCOM	COMMUNITY	HOME	THERAPY
 felix share	Digital surveys for care customers and families.	Six-monthly	✓	✓	✓	✓	✓	✓
 felix rate	Proven customer experience tools to generate scores that measure the big picture.	Six-monthly	✓	✓	✓	✓	✓	✓
 felix talk	Interviews with care customers and their families to get qualitative feedback.	Six-monthly	Face-to-face or phone	Phone	Face-to-face or phone	Phone	Phone	Phone
 felix see	Observations and walkthroughs of a care location/facility.	Annually	On-site	–	On-site	–	–	–
 felix live	Immediate feedback system so you can manage live customer experience concerns.	Continuous	✓	✓	✓	✓	✓	✓

We also have a range of value-added services, including felix in, felix out, felix chat and felix pro.



Our story

We're a group of compassionate human services experts who believe measuring CX systematically and from a range of sources is the only way to truly know how people experience care. We help you make proactive improvements instead of waiting for issues to escalate into complaints. Less stress, better service.



felixx

felixx.com.au



"Felix" is Latin for "happy", and "CX" is the international abbreviation for customer experience. Together, they make felixx – a happy customer experience. That's our goal at felixx.

Find out how your customers really feel with human insights from a practical CX partner.

Get in touch today.

08 9443 2645
hello@felixx.com.au

PO Box 172
Mt Hawthorn
WA 6915

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