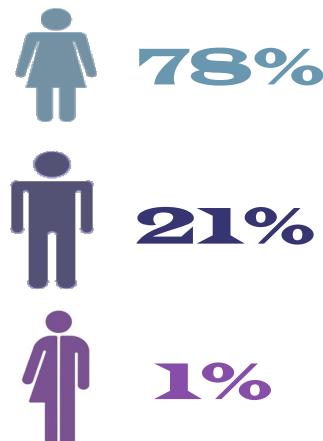


Client Satisfaction Feedback Report

July to December 2025

Client sample

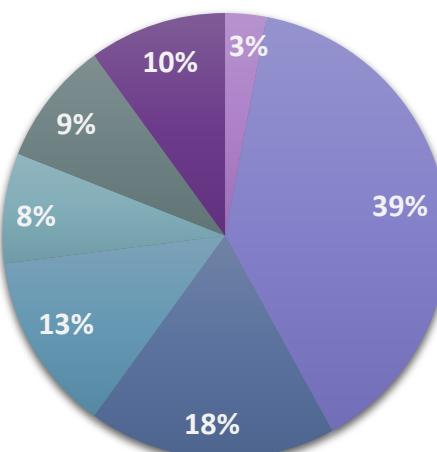
Gender



Culture

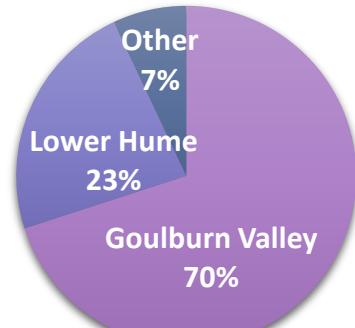
Indigenous Australians = 6
CALD Background = 6

Age Range

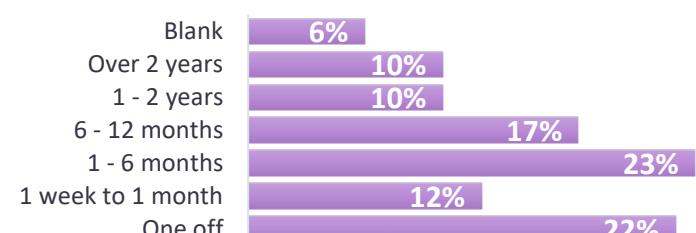


- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- Over 85
- (blank)

Region



Duration of Service



Referral sources

53% = Other services
18% = Family or friends
13% = Previous experience

Adequate information

91% = Adequate information received
1% = Didn't receive adequate information

First contact

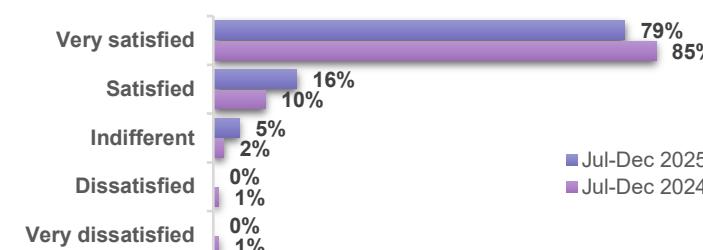
46% = Immediately
25% = Within 1 day
13% = Waited over 4 days

Raising concerns

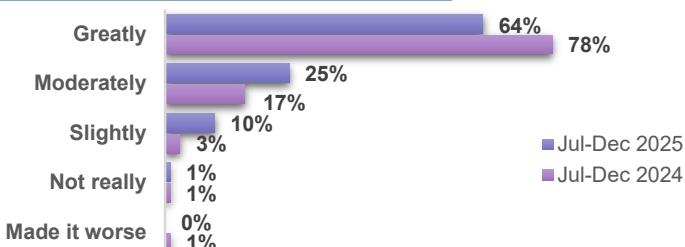
60% = Knew how to raise concerns
25% = Confident to find out
6% = Did not know how

Key Measurement Areas

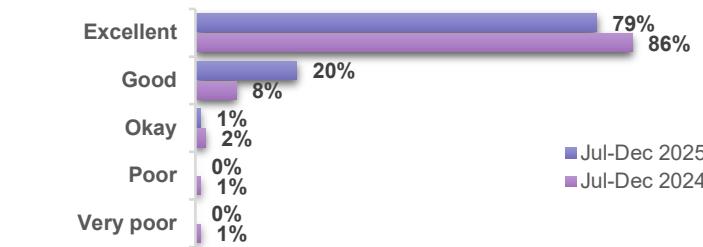
Overall satisfaction



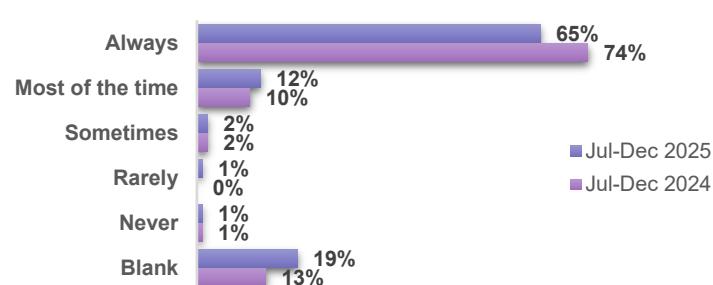
Made a difference



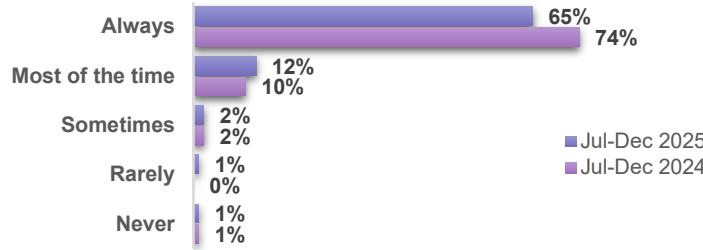
Service Quality



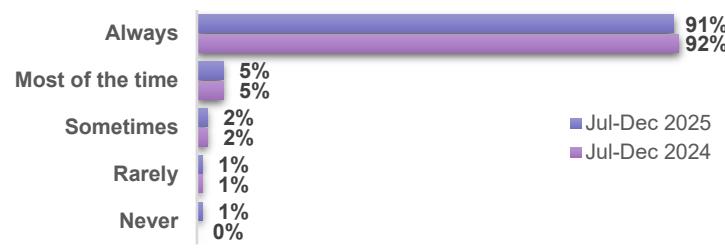
Needs met



Support when needed



Staff listened





Unsolicited Feedback and Comments

July to December 2025

30 Unsolicited feedback

Jan-June 2024 = 56

July-Dec 2024 = 49

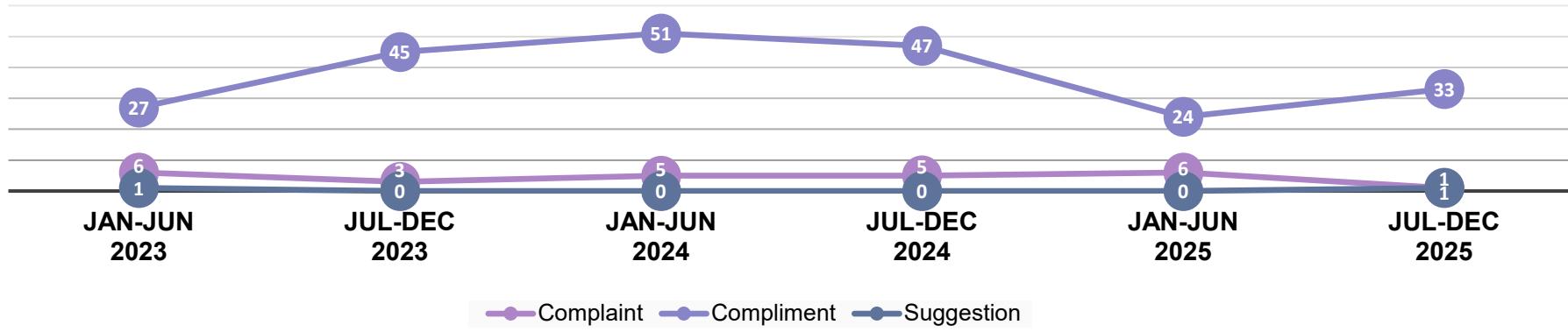
All feedback is processed consistent with FamilyCare's Feedback and Complaints Policy. Complaints receive prompt response, with options provided for those not satisfied with the outcome.

33 Compliments

Topic	Came from	Received via
Workers – 18 Information/support – 14 Service quality – 11 Working collaboratively – 6 Service outcome – 5	Clients – 22 Service Provider – 5 Organisation – 3 Staff/Volunteer – 2 Parent/Carer – 1	Email – 14 Text – 8 In Person – 7 Have Your Say – 2 Facebook/LinkedIn – 2
Workers – 1	Google – 1	Google/Internet – 1
Improvement ideas – 1	Client – 1	Phone – 1

Unsolicited Feedback Trends

Unsolicited Feedback Trends



Comments

“I would highly recommend this service to anyone as it was so nice to have someone who sincerely cares and is obviously passionate about their job/role. Thank you :)"

“The benefit of an allocated case worker was invaluable. A consistent, reliable connection is important especially for people who are trying to navigate unfamiliar supports.”

“The service seems to have a general script that is used to communicate. At times it felt like the information I provided was disregarded and irrelevant to the advice I was going to be given. I understand that persistence is the key to success but surely there are other strategies that could be suggested.”

“Anything I asked, they always said yes. Thanks very much for everything. God bless the recovery team!”

“It would have helped if there were other effective services available. Nowhere else to go. Referred to services that failed to provide services.”

“I'm not feeling so alone and helpless. I am sharing drumming ideas from the sessions with my child. Thank you for having me and for the great work you do.”

“My worker is absolutely beautiful felt no judgement from her and was able to get things I wanted done.”

Child and Youth Feedback

July to December 2025

Feedback received from our children and youth participants will now be included in the bi-annual feedback report.

Programs Accessed



Client sample

Gender



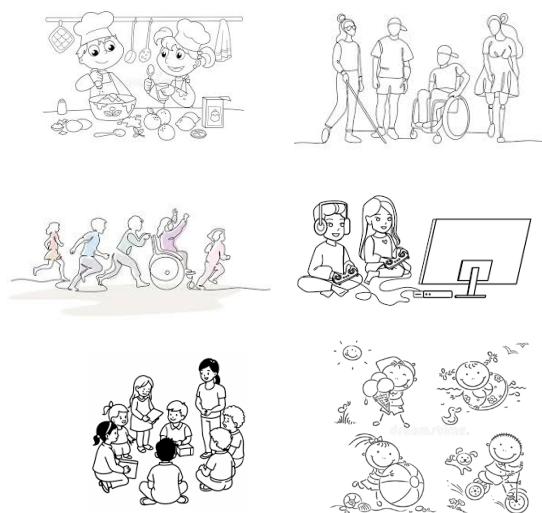
Location



Key Measurement Areas

Liked the program	• Yes – 94% • Sometimes – 6%
Felt safe	• Yes – 78% • Sometimes – 22%
Worker Listened	• Yes – 89% • Sometimes – 11%
Worker made things better	• Yes – 72% • Sometimes – 28%
Worker was helpful	• Yes – 94% • Sometimes – 6%
Learn anything new	• Yes – 67% • Sometimes – 33%

Activities liked



Comments

"I really liked doing this program. It was fun and easy for me."

"It was great socializing and having fun."

"I liked the staff and the environment."

"I like the workers and they help me with tasks."

"I learnt about communication, listening to others and love"

"I enjoyed making friends and improving my cooking skills."

"I want to go shopping at Big W in a program and buy Aphmau."



Raising Concerns

Of the 18 surveys received only 3 knew how to raise concerns and 1 felt they might be able to find out.