



121 Surveys returned

Jan-June 2025 = 144

July-Dec 2024 = 116

# Client Satisfaction Feedback Report

## July to December 2025

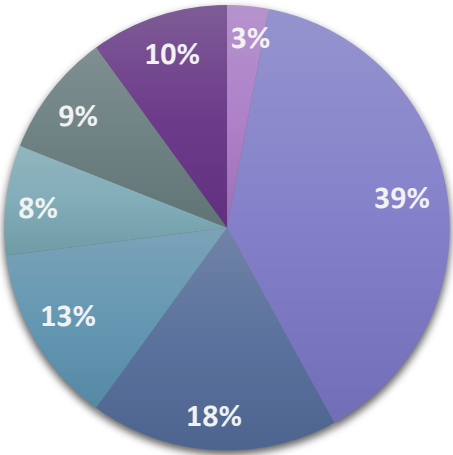
### Client sample



**Culture**

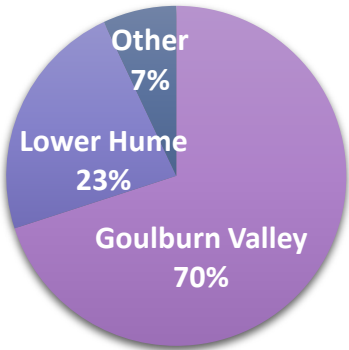
Indigenous Australians = 6  
CALD Background = 6

### Age Range

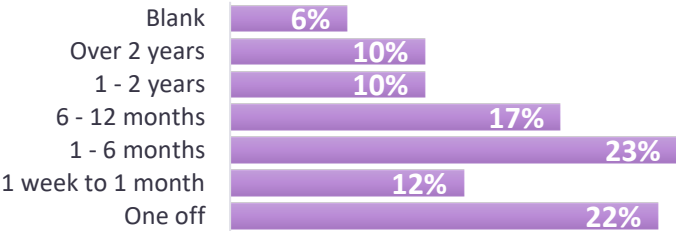


- 16-25
- 26-35
- 36-45
- 46-55
- 56-65
- 66-75
- 76-85
- Over 85
- (blank)

### 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

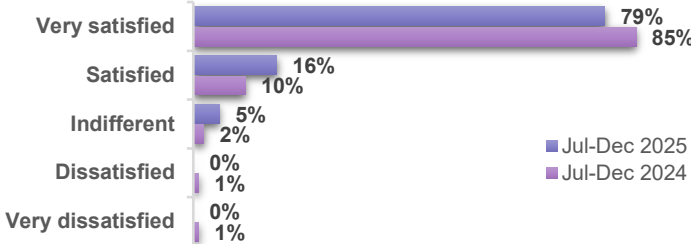
46% = Immediately  
25% = Within 1 day  
13% = Waited over 4 days

### Raising concerns

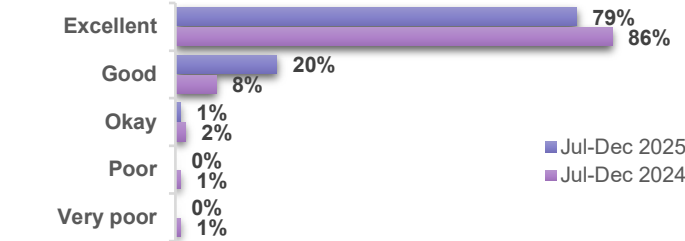
60% = Knew how to raise concerns  
25% = Confident to find out  
6% = Did not know how

## Key Measurement Areas

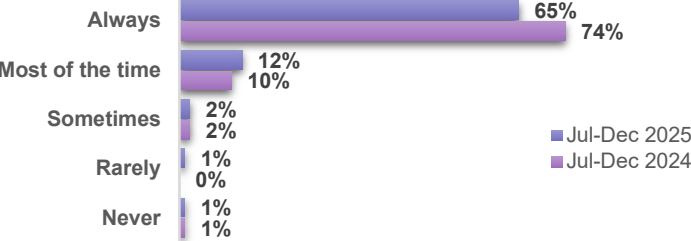
### Overall satisfaction



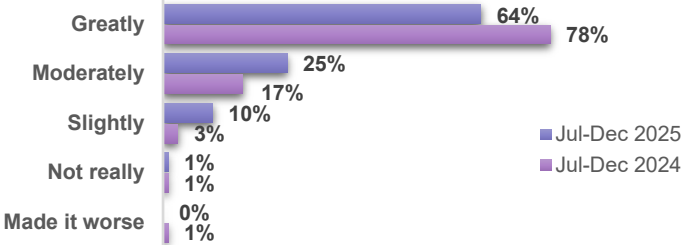
### Service Quality



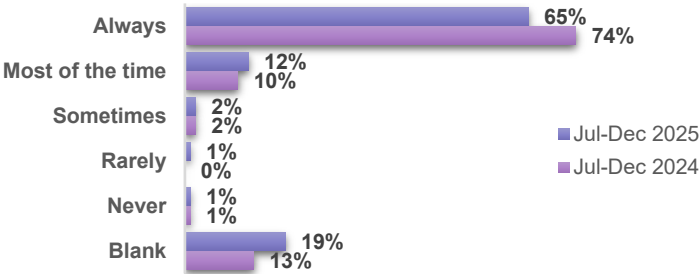
### Support when needed



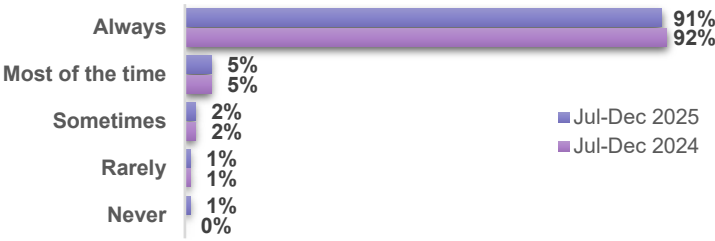
### Made a difference



### Needs met



### Staff listened

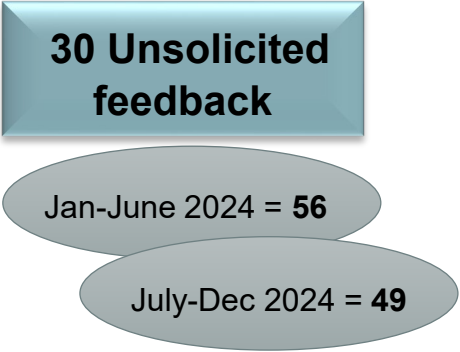




# Unsolicited Feedback and Comments

## July to December 2025

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

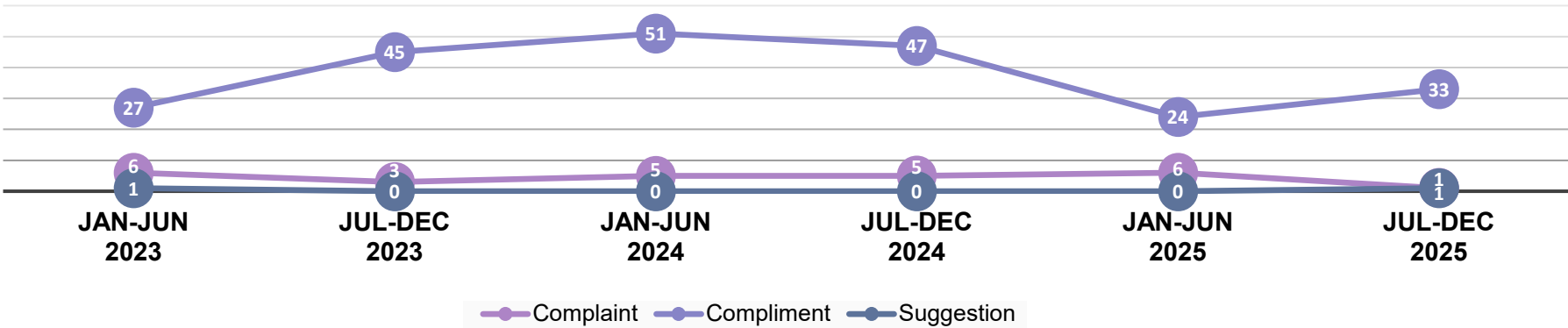
1 Complaint

1 Suggestion

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 :)”

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

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

“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.”

“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.”

“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.”



# 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

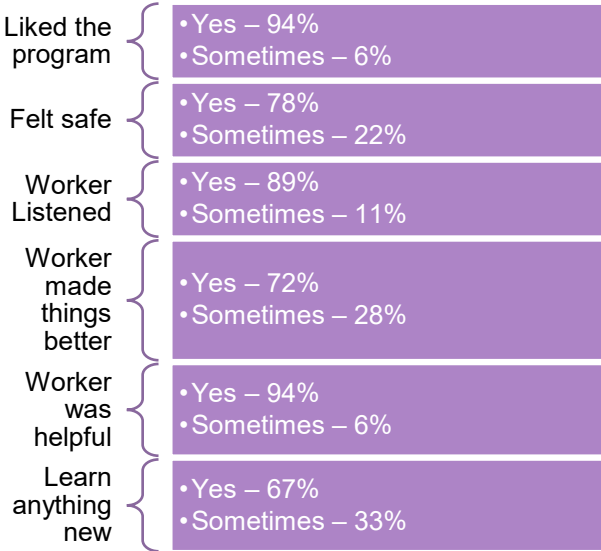
#### Gender



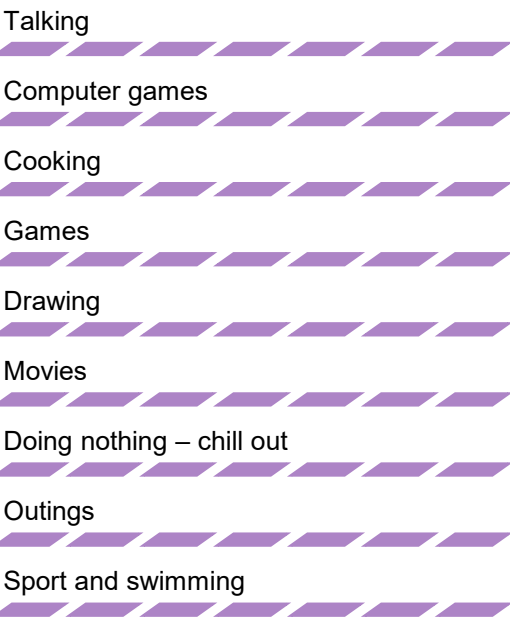
#### Location



### Key Measurement Areas



### 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.