



105 Surveys
returned

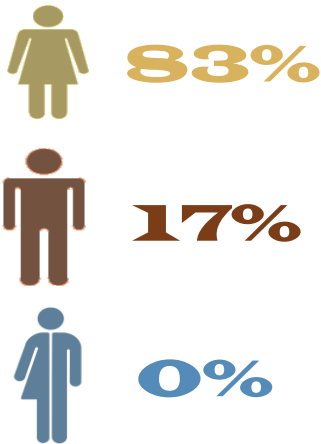
Jan-June 2025 = 149

July-Dec 2025 = 119

Client Satisfaction Feedback Report January – June 2026

Client sample

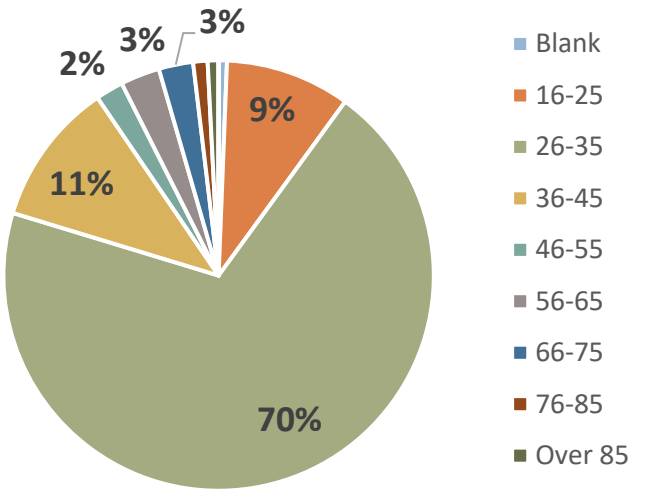
Gender



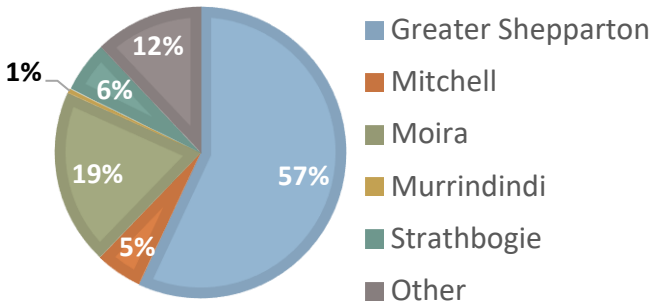
Culture

Indigenous Australians = 0
CALD Background = 10

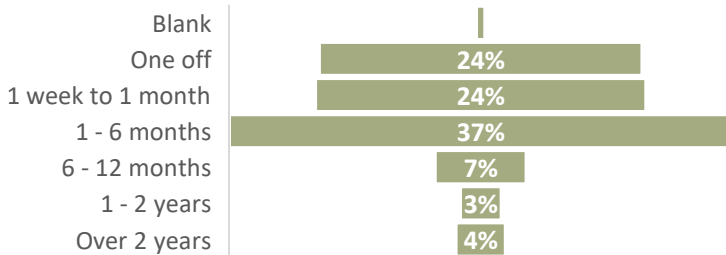
Age Range



Region



Duration of Service



Referral sources

53% = Other services
20% = Family or friends
19% = Previous experience

Adequate information

95% = Adequate information received
5% = Unsure

First contact

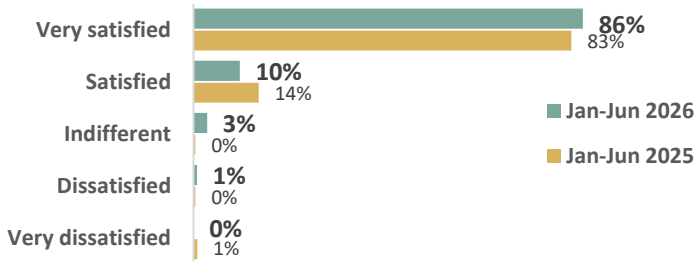
50% = Within 1 day
29% = Immediately
8% = Waited over 4 days

Raising concerns

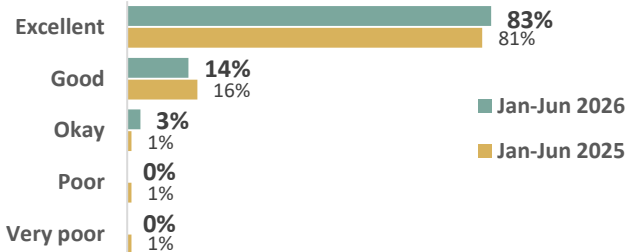
70% = Knew how to raise concerns
20% = Confident to find out
5% = Did not know how

Key Measurement Areas

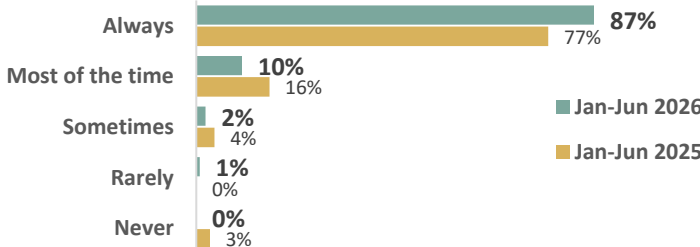
Overall satisfaction



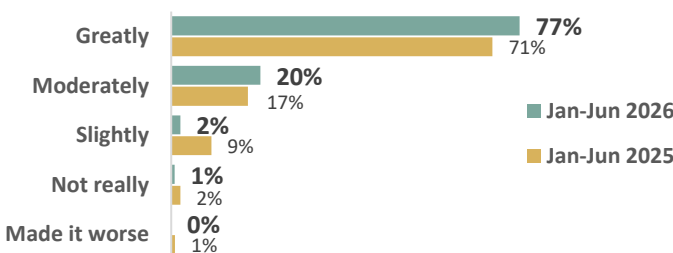
Service Quality



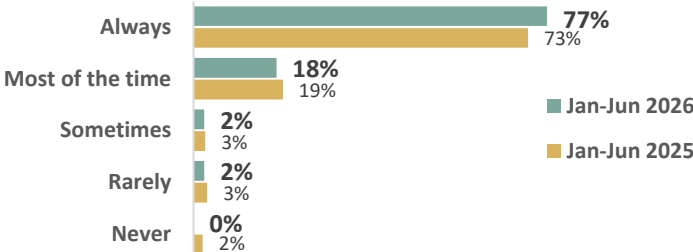
Support when needed



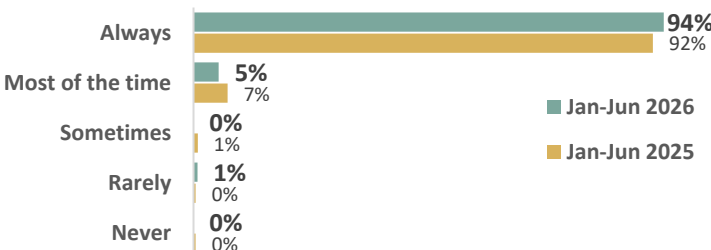
Made a difference



Needs met



Staff listened

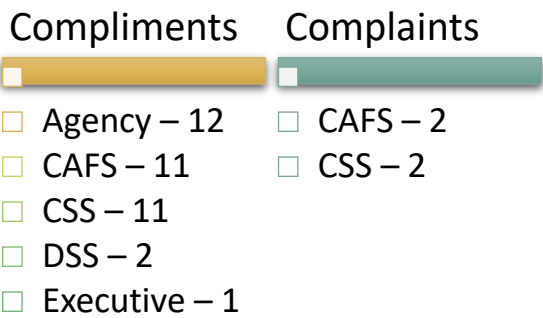




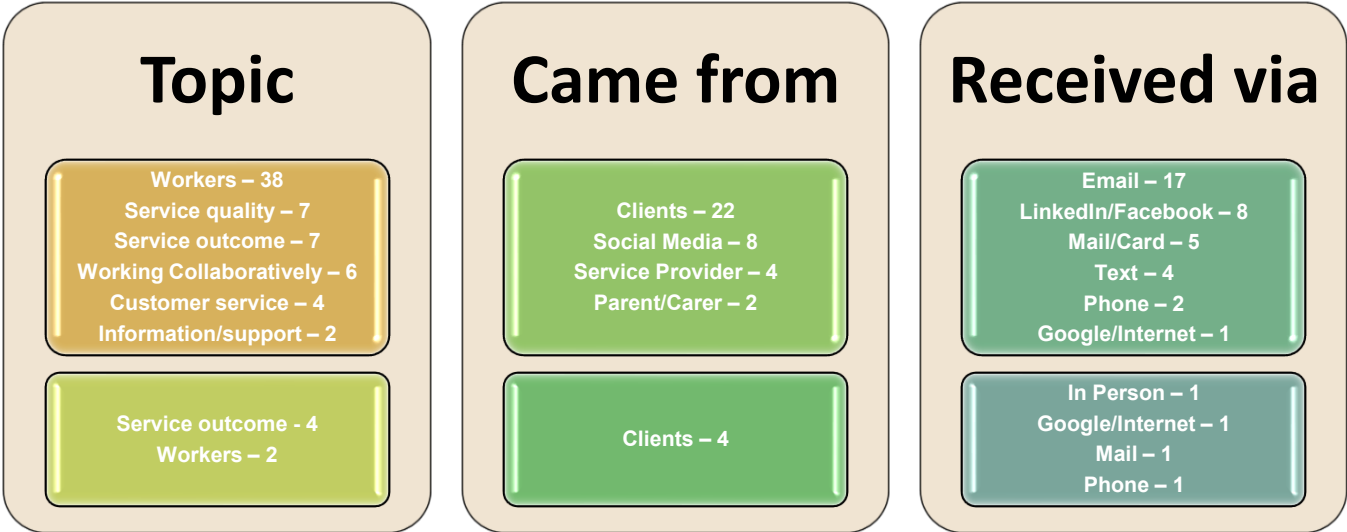
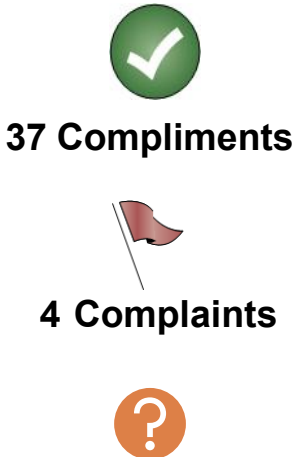
Unsolicited Feedback and Comments

July to December 2025

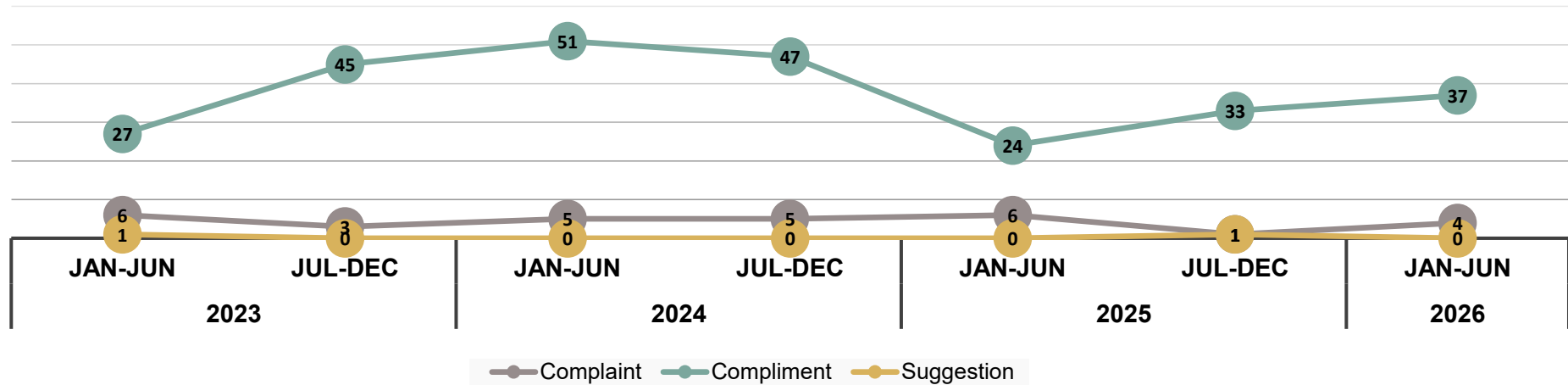
41 Unsolicited feedback



Client feedback provides FamilyCare to hear from our community what we are doing well and areas that require improvement. We greatly appreciate the time taken to fill out surveys or however you reach out to us.



Unsolicited Feedback Trends



Comments

“My worker is excellent and I am glad to have worked with her. My outlook on my situation has changed a great deal since our first appointment. I am very grateful for her support and encouragement through my journey. I feel confident that I can achieve my goals with the tools that I have learned and am very happy with the progress I have made. Thank you!!”

“FamilyCare has helped me with a lot over the last two years. I am grateful to everyone who has been involved in helping my family move forward. Thank you all so much..”

“...But being validated in the appointments would be nice—it would be nice to have the facilitator just say, 'That must be really difficult in your life right now,' and just make you feel human instead of talking to a robot...”

“Thank you! You will never know how much I needed what I got and feeling supported was wonderful.”

“I just wish there was more support for our family navigating the process of a young adult in this difficult time of his life. To have a young man crying Christmas day because he isn't where he thinks he needs to be, has upset the family unit as such!..”

“This program has helped me understand my baby better and to care for her the best I can with the help of the skilled educators. Andie's knowledge and calmness has helped me achieve this..”



Child and Youth Feedback

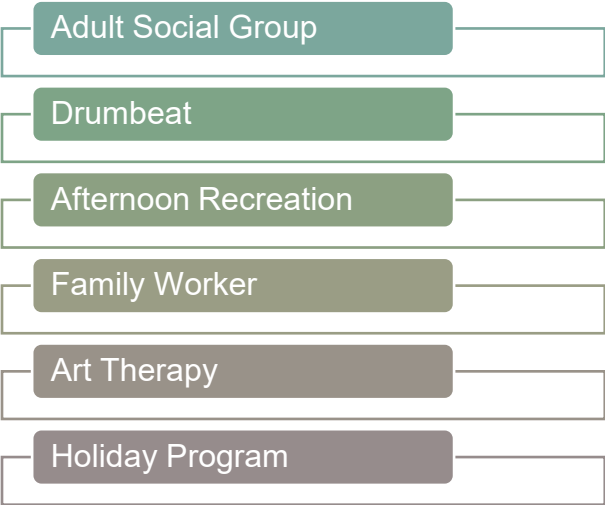
2025-26 Financial Year

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

39 Surveys received

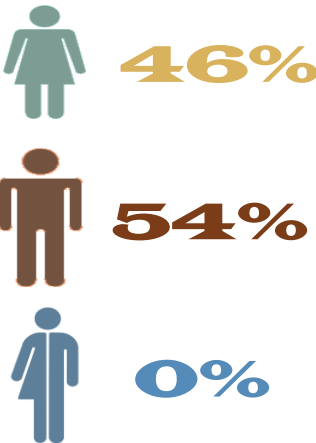
- Children {
 - Under 5-11yo – 18
- Youth {
 - 12 to 18+yo – 21

Programs Accessed



Client sample

Gender



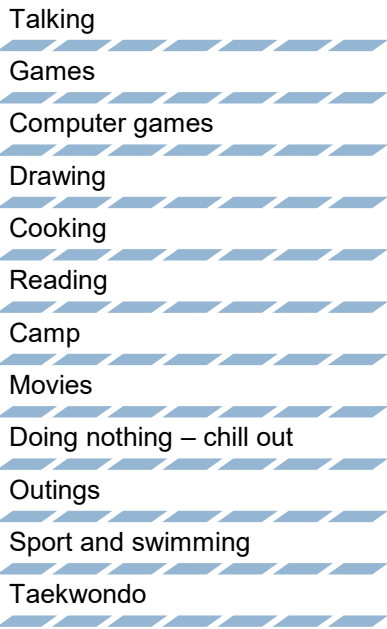
Location



Key Measurement Areas



Activities liked



Comments

“Catching up with friends”

“Staff helped me, and being allowed to be independent.”

“I enjoyed making friends and improving my cooking skills.”

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

“It was great socializing and having fun.”

“I like the workers and they help me with tasks.”

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

“I learnt about communication, listening to others and love”

Raising Concerns

Of the 39 surveys received only 6 knew how to raise concerns and 2 felt they might be able to find out.